

SECTION C **STATEMENT OF WORK**

C.1 INTRODUCTION

C.1.1 Contract Overview

The Administrative Support Services Contract was initially created in 1996 by the Environment and Natural Resources Division (ENRD) of the Department of Justice as a means of contracting out the following administrative services: supply management and distribution, photocopying and copier maintenance, records management, fax and mail delivery. The Division had two goals when it created the contract: first to provide efficient, cost effective administrative support to the Division's attorneys; and second to free the Division's existing support staff from these lower level clerical tasks so that they would be able to focus on higher level legal activities. The first Administrative Support Services Contract was awarded in May 1997 to Labat-Anderson Inc., and included a base period and four option years. While the contract was established for ENRD, Tax Division (TAX) began using the copier services, fax and equipment maintenance portion of the contract in 1999.

ENRD is one of six litigating divisions in the Department of Justice. The Division employs approximately 668 attorneys and legal support professionals, most of whom are stationed in three buildings in the Washington D.C. area. Organized into nine litigating sections, each of which is focused on a particular subject area, the Division practices civil and criminal law nationwide. Its clients include other federal agencies and Native American Indian Tribes. As part of the new contract, the support services for ENRD will be expanded to provide some services to the Division's field offices in Denver, Sacramento, San Francisco, Seattle, Anchorage and Boston (See Location Matrix in Section J, Attachment 1).

The administrative support services for ENRD are based in the Patrick Henry Office Building (PHB) located at 601 D. Street, NW. This building also houses the largest group of Division personnel (approximately 360 employees). The primary Division copy center is located on the 8th floor at PHB with the Supply Center on the 3rd floor and Mail/Fax Center on the 2nd floor. In addition, PHB has two contractor-operated file rooms. Satellite copy/mail/fax centers and additional file rooms are located at our 1425 New York Avenue building in Washington, D.C. which houses approximately 215 employees and in our Denver Field Office (999 18th St., Suite 945) which houses approximately 50 employees. The Division's management is housed in the MAIN Justice Building located at 950 Pennsylvania Avenue, NW, suite 2143. Pictures of these facilities are available on the Electronic Posting System website, www.eps.gov, under the designated area for this solicitation/contract / contract.

TAX, another of the Department's six litigating components, employs approximately 600 attorneys and support professionals, most of whom are stationed in four buildings in the Washington D.C. area. Organized into twelve litigating sections, the Division practices civil and criminal law nationwide. Its primary client is the Internal Revenue Service. The Litigation

Support Service Center (LSSC) copy centers were established to compliment the Tax Division's efforts to restructure its workforce and to enhance the utilization of automated litigation support tools. The LSSCs reduce the need for Division staff to manually perform many clerical tasks and allows attorneys, paralegals, and other staff to focus on the Division's primary mission: to enforce the country's tax laws in federal and state courts and thereby generate revenue for the Federal Government.

The TAX contract staff is currently based in two LSSC's. The LSSCs are located in Room 6635 of the Judiciary Center Building (JCB) at 555 4th Street, NW, and Room 7123 of the Patrick Henry Building (PHB). The largest LSSC is housed in JCB.

The Executive Office, in both TAX and ENRD, has primary responsibility for administering the contract within the Divisions. Each Division has its own COTR who reports to, and coordinates with, the Justice Management Division's Contracting Officer (CO). Labat-Anderson is the incumbent on this contract.

C.1.2 ENRD and Tax Division's Computing Environment

The current computing environment within the Department is called the Justice Consolidated Office Network version 2 (JCON2). JCON2 provides the Department with a wide range of capabilities and has been in place since 1998. The Department is currently working on plans to update the JCON2 system with modern hardware/software and will call this update JCON2a. The successful offeror will be expected to understand and work under the Department's computing environment ensuring the services they provide make the most of the new technology.

Implementation of JCON2a within ENRD will begin in July 2002 and be completed by February 2002. The new network environment will consist of components acquired from various sources as well as legacy equipment integrated into JCON2a.

The network servers will consist of Intel-based hardware running the Windows 2000 or newer operating system. These servers will host all of the Division's JCON2a requirements which includes electronic mail software (Microsoft Exchange), electronic document management (Hummingbird PowerDocs), Lotus Notes, MS IIS, MS SQL Server, and other database applications. There will be several servers in each building.

The ENRD network equipment will consist of Cisco 3500XL 10/100Base-TX switched hubs for user connections along with Cisco Catalyst 6500 devices in the computer room. Each closet switch will be connected via a 1 GB fiber uplink to the Catalyst 6500. The servers will have 1 GB NICs and the PCs will have 100 Mbps NICs. Each ENRD building in DC will be connected through JMD's ATM-based Metropolitan Area Network which will provide 100 Mbps between the PHB and 1425 buildings and 10 Mbps for the Main Justice Bldg. The network protocol used will be TCP/IP.

The Division's PCs will consist of DELL Pentium 4's with 256-512 MB RAM, 20-40 GB Hard Drive, 17 inch flat-screen LCD monitors, and a 3COM PCI 10/100 NIC. The PCs will run Windows XP, Corel WordPerfect Suite, MS Office XP, Lotus Notes, PowerDocs, and other legal-oriented applications.

TAX currently operates a JCON2 office automation network containing twenty (20) Compaq ProLiant servers running the Windows NT 4.0 operating system. These servers provide database, file, mail and print services. Five of the servers are used for lab testing and training.

The TAX network encompasses five (5) buildings. Four of the buildings are in Washington D.C. and are interconnected by the Metropolitan Area Network (MAN) which is maintained by the Justice Management Division (JMD). This is an ATM based WAN currently providing 100 Mb bandwidth to a router in each of the four buildings. The fifth building is in Dallas Texas and is currently supported by a 256Kb (1.2Mb burst) connection. Workstation-to-switch cabling is a combination of Category 3 and Category 5 Unshielded Twisted Pair. The principal network protocol is the TCP/IP suite and workstation have 10/100Mbps Ethernet adapters. Workstation software includes Windows NT 4.0 (with some WIN 2000 Professional) Outlook 98 (with some Outlook 2002) Corel WordPerfect 8 (with some WordPerfect 9), InForms Filler (Elite Federal Forms), and Corel Quattro Pro. A growing number of workstations also have the Windows XP application suite (Word 2002, etc.) and litigation support software (e.g., CaseMap, TimeMap, Summation) installed.

The Government will provide the Contractor with PCs for all service facilities that will be connected to the Department's computer network and electronic mail system. Training on how to use the various systems will be provided to the Contractor at the beginning of the contract.

C.2 SCOPE OF SERVICES

C.2.1 Contractor Requirements

C.2.1.1 The Contractor shall be responsible for providing and supervising sufficient qualified staff, and acquiring and maintaining all necessary equipment, vehicles and supplies, with the exception of the items listed in Section J, Attachment 2 of this statement of work, in order to successfully perform these tasks.

C.2.1.2 The Contractor shall be responsible for pre-screening for suitability all persons proposed for work under this contract and for ensuring that all such persons have submitted to the Government the security investigation forms specified in Section H, 15 calendar days after the signature date on the contract, which is approximately 30 calendar days before the performance start date of the contract.

C.2.1.3 This statement of work consists of six major tasks which shall be performed for TAX and/or ENRD at multiple locations in the Washington, D.C. metropolitan area and at specified ENRD Field Offices. However, the Government may order additional tasks for ENRD, TAX

and/or any other DOJ component or agency within the United States, that are within the general scope of this contract, and approved by the Contracting Officer (CO).

C.2.1.4 Services provided under this contract are considered critical or non-critical (see Section J, Attachment 3 for a complete list).

C.2.1.4.1 **Critical tasks** are defined as those activities which are vital to the successful completion of the Government's mission and if done incorrectly or behind schedule could cause the Government irreparable harm. Critical tasks must be completed by the Contractor with 99% accuracy.

C.2.1.4.2 **Non-critical tasks** are defined as activities that, while important to the successful completion of the Government's mission, are not vital. Delays in completion or errors could cause serious problems but not cause the Government irreparable harm. Non-critical tasks must be completed by the Contractor with 95% accuracy.

C.2.1.5 The Contractor shall be required to track all tasks and, in some cases, manage and update Government supplied computer tracking systems. The computerized tracking systems will be made available to the Contractor at contract award.

C.2.2 Task One: Mail, and Messenger Services - The Contractor shall provide a variety of mail services to the Government. At contract award these services will be provided only to ENRD offices in Washington, D.C. and Denver but may be expanded to other agencies/components at a later date.

C.2.2.1 In Washington, D.C. responsibilities shall include:

C.2.2.1.1 Transporting ENRD mail between 12 sites in Washington D.C. on a schedule specified by the Division (see Section J, Attachment 4 for the current schedule);

C.2.2.1.2 Receiving, sorting, and delivering non-case related mail within ENRD buildings on an hourly schedule;

C.2.2.1.3 Creating electronic images of incoming case-related mail by scanning the mail as it is received, forwarding the electronic images to the appropriate recipients via E-Mail, and rerouting the paper document to the correct file room;

C.2.2.1.4 Researching generically addressed mail on the Division's Case Management System (CMS) to determine the proper recipient and rerouting the mail to the appropriate location;

C.2.2.1.5 Using Government provided postage equipment to prepare and affix postage on outgoing U.S. mail;

C.2.2.1.6 Collecting outgoing Federal Express packages daily and delivering them to the

appropriate drop-off site within each building;

C.2.2.1.7 Providing special messenger service to sites anywhere in the Washington metropolitan area;

C.2.2.1.8 Providing a dedicated courier with a van to handle transportation of official case files between ENRD and the Federal Records Center, pickup/delivery of documents from client agencies, special supply requests, and other Division errands as required.

C.2.2.2 In the Denver Field Office responsibilities shall include:

C.2.2.2.1 Receiving, sorting, and delivering incoming mail to Field Office staff once each morning;

C.2.2.2.2 Receiving, sending, and delivering fax transmissions on an hourly schedule;

C.2.2.2.3 Using Government provided postage equipment to prepare and affix postage on outgoing U.S. mail;

C.2.2.2.4 Contacting Federal Express to schedule pick-up of outgoing packages;

C.2.2.2.5 Collecting outgoing Federal Express packages daily and delivering them to the appropriate drop-off site within each building;

C.2.2.2.6 Providing a dedicated courier with a van to handle transportation of official case files between the Field Office and the Federal Records Center, pickup/delivery of documents from client agencies, special supply requests, and other Division errands as required.

C.2.2.3 TAX is considering the option of replacing its current Mail and Courier service with the services provided under this contract to achieve economies and to take a consolidated approach to providing administrative services through a single contract. The Contractor will be notified when/if TAX decides to implement this service.

C.2.3 Task Two: Faxing Services - The Contractor shall provide a variety of fax services for Government clients in Washington, D.C. and Field Office locations. At contract award, the Contractor will be providing fax services to both ENRD and TAX. These services may be expanded to other agencies/components at a later date. Specific duties shall include: C.2.3.1 Receiving incoming fax transmissions at central facilities staffed by contractor personnel; C.2.3.2 Tracking receipt of incoming fax transmissions by recording time received, sender, section and recipient information on logs provided by the COTR; C.2.3.3 Alerting Government personnel via E-mail when a fax has been received and advising when it will be delivered to the recipient's office; C.2.3.4 Delivering faxes to individual offices on an hourly schedule; C.2.3.5 Processing outgoing fax transmissions at the request of Government personnel and returning the faxed documents and Fax Confirmation Sheet to the requestor; **C.2.4 Task Three: Copy**

Services - The Contractor shall provide a full range of copier services including equipment, staff and maintenance for Government clients. At contract award, the Contractor will be providing copy services to both ENRD and TAX. These services may be expanded to other agencies/components at a later date. Specific duties shall include:

C.2.4.1 Specific duties for ENRD shall include:

C.2.4.1.1 Managing ENRD's three copy centers and providing a wide range of high quality, timely reproduction services. The primary copy center is located in Washington, D.C. on the 8th floor at PHB and it serves the entire Division. Satellite copy centers are located on the 13th floor at 1425 New York Avenue in Washington, D.C. and on the 10th floor of the Denver Field Office (See Section J, Attachment 5 for pictures of all facilities).

C.2.4.1.2 Providing a variety of binding and finishing services in the Copy Centers. Services shall include channel binding, GBC binding, and tape binding. Other finishing services involve bates stamping documents, preparation and insertion of tabs, or other dividers, hole punching, stapling, and document assembly within binders/folders.

C.2.4.1.3 Providing high volume, reliable copier equipment for all copy center locations.

C.2.4.1.3.1 For the PHB Copy Center, the Contractor shall provide 5 high volume, high speed copier/finishers. The copiers must be capable of printing and inserting tabs as well as tape binding copies of 125 pages or more. The copiers must also be capable of printing bates label-style numbers on copies. In addition, a high quality color copier, and an oversize map copier capable of handling documents 36" wide or larger are also needed.

C.2.4.1.3.2 For each satellite copy center, the Contractor shall provide 1 or 2 high volume copiers capable of bates stamping documents, printing tabs and tape binding copies of 125 pages. A high quality color copier and a map copier are also required for each facility.

C.2.4.1.3.3 In addition, the Contractor shall provide ENRD with a total of **33 new convenience copiers**: 26 convenience copiers for use in Washington, D.C. and 7 convenience copiers for the various Field Offices (See Section J, Attachment 6 for a list of the current copiers at each site). This contractor provided equipment will replace the Division's existing convenience copiers, which are a mix of Government furnished and contractor provided copiers.

C.2.4.1.4 Maintaining all copy equipment used within the Division. This includes copy center equipment as well as all copiers in Washington D.C., and all Field Offices.

C.2.4.2 Specific duties for TAX shall include:

C.2.4.2.1 Operating two Copy Centers, 1 in JCB and the other in PHB, capable of expeditiously producing multiple copies of a wide range of potentially complex documents.

C.2.4.2.1.1 Providing a variety of binding and finishing services including channel/VELOBIND,

comb binding, and cloth/thermal tape binding. Other finishing services involve preparation and insertion of tabs or other dividers, hole punching, stapling, and document assembly within binders/folders.

C.2.4.2.1.2 Providing copier equipment for the LSSC copying facilities, if requested, by the Division. TAX reserves the right to make necessary modifications to the number of copiers, locations, and available features to obtain the optimum cost/performance mix.

C.2.4.2.1.3 On a per-call basis, maintaining Government and/or Contractor copy equipment used in the Division's copy centers. This includes any equipment provided by the Contractor for the document reproduction services and any additional equipment specified by TAX.

C.2.4.2.2 Monitoring the use and upkeep of the TAX Division's 29 convenience copiers. The Contractor shall inventory copier and paper supplies, take monthly meter readings, and ensure that equipment is functioning properly and that any necessary repairs are ordered and completed in a timely manner.

C.2.4.2.3 Producing Bates numbering labels as requested using the standalone Personal computer, Intermec 4100 Thermal Printer, and software provided by the Division. TAX anticipates maintaining the current volume of 10 to 15 requests per week requiring the production of approximately 10,000 labels.

C.2.5 Task Four: Supply Services - The Contractor shall operate Central Supply Rooms to ensure commonly used office supplies are always on hand and readily available to Government staff. At contract award, it is anticipated that the Contractor will provide supply services only for ENRD but services may be expanded to other agencies/components at a later date. Specific duties shall include:

C.2.5.1 Dispensing and delivering supplies to Division personnel upon request and within the time frames established in Section J, Attachment 3;

C.2.5.2 Maintaining adequate stock levels and submitting timely resupply orders to Government personnel for approval prior to making purchases;

C.2.5.3 Tracking requests, and supply inventories in the Division's Supply Tracking Database.

C.2.5.4 The Government reserves the right to expand this service to Tax Division during the life of the contract.

C.2.6 Task Five: Records Management Services - The Contractor shall operate a series of file rooms for both active and inactive case files for Government clients. At contract award, the Contractor will be providing records management services only for ENRD's Washington, D.C. and Denver Field Offices. These services may be expanded to other agencies/components at a later date. Specific duties shall include:

C.2.6.1 Managing file rooms for ENRD's active case files at PHB (2), 1425 New York Ave (4), and the Denver Field Office (4);

C.2.6.2 Managing two ENRD off-site warehouses where inactive and closed files will be stored and processed; one in Forestville, Maryland and another in the Custom House, in Denver, Colorado.

C.2.6.3 Maintaining litigation case files in accordance with the records management procedures and standards prescribed by the Department of Justice and the National Archives and Records Administration.

C.2.6.4 Retrieving and delivering files to DOJ personnel upon request.

C.2.6.5 Tracking official case files on the automated records management system provided by the Government

C.2.6.6 Archiving closed case files in coordination with the Government's Records Management staff.

C.2.6.7 Coordinating transportation of files between Government sites and the Federal Record Center.

C.2.7 Task Six - Scanning Services - The Contractor may be asked to provide staff and/or equipment to operate high volume scanning centers for Government clients. There are no specific plans to open Scanning Centers at contract award but both TAX and ENRD are possibly interested in implementing this service sometime during the contract. Specific service parameters will be provided at the time work is requested.

C.2.8 Service Integration

C.2.8.1 The purpose of having such diverse tasks under one contract is to facilitate coordination and integration of the various administrative services through centralized facilities and management. Contractor staff working on this project shall be cross-trained and capable of working in any of the six service areas.

C.2.8.2 The Contractor shall ensure that each of the tasks performed under this contract are integrated such that Government employees can ask for multiple tasks to be completed under one service request form. For example, with a single request a Legal Support Assistant should be able to ask the Contractor to bring a specific set of documents from a file room, make 50 copies of the documents and have each set of copies mailed/delivered to 50 different destinations per an addressee list provided by the requestor.

C.2.8.3 The Contractor shall track all phases of a request, be able to provide the requestor

and/or COTR with the status if asked, and notify the requestor when the work has been totally completed.

C.3 PROFESSIONAL STANDARDS

C.3.1 Hours of Operation and Staffing

C.3.1.1 The hours of operation for the individual ENRD facilities vary depending on the needs of the group being served. The current operating schedules are as follows:

PHB Copy Center	8:00 am - 10:00 pm
PHB Mail/Fax Center	8:30 am - 6:30 pm
1425NY Copy/Fax Center	8:00 am - 8:00 pm
Denver Copy Center	8:00 am - 5:00 pm
Washington D.C. File Rooms	9:00 am - 6:00 pm
Denver File Rooms	8:00 am - 5:00 pm
PHB Supply Center	9:00 am - 6:00 pm

Facilities are open Monday through Friday. Service areas are busiest between the hours of 10:00 a.m. to 6:00 p.m.

C.3.1.2 The hours of operation for the individual TAX facilities are listed below:

JCB - LSSC	8:00 am - 8:00 pm
PHB - LSSC	8:00 am - 8:00 pm

Facilities are open Monday through Friday.

C.3.1.3 No work shall be performed by the Contractor in Government facilities on Thanksgiving Day, Christmas Day, or New Year's Day.

C.3.1.4 The Contractor shall, when requested, provide staff on all other Federal holidays (see Section F.5). The COTRs will attempt to provide the Contractor with as much advance notice as possible when holiday work is required.

C.3.1.5 The Contractor shall ensure continuous and adequate coverage during all hours of operation. Adequate coverage is defined as the staffing needed to perform all reasonably expected work within the service standards established in Section J, Attachment 3 and adherence to the adequate work force outlined in Section C.11.1.

C.3.1.6. The Contractor shall immediately report to the COTR any time the number of employees deviates from the agreed upon staffing levels and expeditiously provide qualified, trained backups to replace any absent employees.

C.3.1.7 At contract award, the Government and the Contractor will agree to an initial *staffing plan* and schedule. Staffing levels and work schedules will then be re-evaluated as needed over the life of the contract based workload statistics.

C.3.1.8 The Contractor shall report workload statistics to each COTR at the end of the month as required in Section F of the Solicitation/contract or whenever information is requested.

C.3.1.9 Should an exceptionally heavy volume of work be requested on a given day, the Contractor shall notify the COTR of the need for additional nonExempt staff, and, upon the COTR's verbal approval, arrange for the hourly priced *supplemental support services* needed to complete all tasks for that day.

C.3.1.9.1 No billable supplemental services shall be employed or billed without prior approval by the COTR or his/her designee.

C.3.1.9.2 Supplemental service charges for nonExempt employees shall be billed as a separate item on the monthly invoice (see Section B).

C.3.1.9.3 Supplemental services needed due to poor planning or inefficient management by the Contractor will be paid for by the Contractor (see Section F of the solicitation/contract/contract).

C.3.1.9.4 Supplemental services do not apply to the Contractor's Project Mangers and General Supervisors, who are priced separately under this contract to include their services as needed at all times.

C.3.1.10 Due to the time sensitive nature of the work, Government employees may require around-the-clock access to Copy Centers, Mail/Fax Centers and File Rooms (see Section C.3.3 below).

C.3.2 Operations

C.3.2.1 The contractor staff must at all times present a professional appearance and demeanor. The service facilities, which are public areas, shall be kept clean and organized at all times.

C.3.2.2 When Government employees come to the customer service windows to request assistance, the Contractor shall greet them politely and help in a timely manner.

C.3.2.3 Food and/or drinks may only be kept at the contractor staff's work station/desk or designated break area (contractor staff are permitted to use the various kitchen/vending facilities located within each of the buildings). No food and/or drink may be kept near any of the machines or Government documents.

C.3.2.4 Radios/CD Players may not be used within the service areas during normal business hours.

C.3.2.5 To ensure the efficient flow and tracking of materials in and out of the service facilities, work areas shall be organized in such a way as to ensure the safety and integrity of the materials being processed.

C.3.2.5.1 The Contractor shall establish specified staging/holding points within each work area for work received, work in progress, work to be reviewed, and work to be delivered.

C.3.2.5.2 At the close of business each day, contractor employees will organize and label all work in progress in such a way that the office is presentable and substitute employees can easily continue the work the following day, if necessary.

C.3.2.6 The contractor staff must always be helpful and courteous to the Government employees who use the facilities, but they must also uphold specified operating procedures. Should Government employees ask the Contractor to deviate from established procedures, the Contractor will politely explain the existing procedures and/or refer the Government employees to the contractor supervisor, contract project manager, or the COTR. In all such instances, the COTR will make the final judgment on appropriate operating procedures for the facility.

C.3.2.7 Contractor employees shall not deviate from standard operating procedures without specific COTR authorization to do so. Failure to follow those procedures will be cause for removal from the contract.

C.3.3 Government Access to Service Areas

C.3.3.1 Copy Centers

C.3.3.1.1 **ENRD** - During normal business hours, internal access to all Copy Centers will be limited to the contractor staff, and the COTR or her designee. Access will be provided to other Government personnel via the walk-up service windows.

C.3.3.1.1.1 When contractor employees are not on duty, attorneys and support staff will have internal access to ENRD Copy Centers and be allowed to use the smaller, less sophisticated pieces of copy equipment. A list of equipment that may be used after-hours by ENRD personnel will be provided to the Contractor at the beginning of the contract.

C.3.3.1.1.2 The Contractor shall immediately notify the ENRD COTR if it's discovered that machines used by Government personnel after-hours have been damaged, or if work areas have not been left in good order.

C.3.3.1.2 **TAX** does not allow its personnel after-hours access to its Copy Centers.

C.3.3.2 Supply Center (ENRD only) - The PHB Supply Center is a secured facility. Internal access during normal work hours will be limited to the contractor staff, and the COTR or her designee. Doors to the Supply Center shall remain locked at all times with access for ENRD

personnel via the walk-up service windows. No after-hours access is allowed to the Supply Center.

C.3.3.3 File and Mail/Fax Facilities

C.3.3.3.1 **ENRD** - Government employees shall have 24 hour access to all active File Rooms and the Mail/Fax Centers.

C.3.3.3.1.1 Government employees will be required to sign out any files or faxes removed from these facilities in logs provided by the Contractor.

C.3.3.3.1.2 The Contractor shall ensure that the appropriate logs are readily available when they depart the facility each evening.

C.3.3.3.1.3 The Contractor shall review the logs each morning and, in the case of the records management log, update the electronic Records Management System (RMS) to record any files signed out the night before (see Section C.8.8).

C.3.3.3.1.4 Government employees will not be allowed after hours access to off-site file warehouses.

C.3.3.3.2 **TAX** - Tax Division does not allow after hours access to their Fax Centers in the LSSCs.

C.3.4 Safeguarding Government Materials

C.3.4.1 All supplies, equipment, and documents provided by the Government for pick-up, delivery or reproduction under the terms of this contract are the property of the Government. Except as necessary in the performance of services associated with this contract, contractor personnel shall not remove any such property from the place of contract performance nor shall they share, reveal, divulge, or publicize any matters dealt with under this contract.

C.3.4.2 At all times, contractor personnel shall take appropriate measures to safeguard all Government mail, documents and property against damage, loss, and/or theft. The Contractor shall immediately notify the COTR if any Government mail, documents, or property are found to be damaged, lost or stolen. See Section C.4.2 for specific safeguards related to handling and delivering Government mail.

C.3.4.3 The documents that the Contractor will handle have immediate value for Government attorneys and often have continuing reference value and historical significance after a case has closed. As such, they embody an invaluable and irreplaceable resource for the Government. The Contractor must handle all documents with appropriate care and respect for their preservation. Anyone who should willfully and unlawfully conceal, remove, mutilate, obliterate, falsify, or destroy a government record, or whoever should attempt to do so, may be subject to a fine of up to \$2,000 and imprisonment for up to 3 years (18 U.S.C. § 2071).

C.3.4.4 The Contractor shall inform its officers and employees of the penalties for improper disclosure (of any system data) imposed by the Privacy Act of 1974, 5 U.S.C. 552a. Specifically, 5 U.S.C. 552a(I)(1), which is made applicable to contractors by 5 U.S.C. 552a(m)(1), provides that any officer or employee of a contractor who, by virtue of his/her employment or official position, has possession of or access to agency records which contain individually identifiable information, the disclosure of which is prohibited by the Privacy Act or regulations established thereunder, and who knowing that disclosure of the specific material is prohibited, wilfully discloses the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than \$5,000.

C.3.4.5 In addition, the following penalties apply for the unauthorized browsing and/or disclosure of taxpayer return information as defined in 26 U.S.C. Sec. 6103. Unauthorized browsing or inspection of Federal Tax information may be a violation of 26 U.S.C. Sec. 7213(A) and may carry a penalty of \$1,000 fine and/or 1 year imprisonment; disclosure of Federal Tax information may be a violation of 26 U.S.C. Sec. 7213 and may carry a penalty of up to \$5,000 fine and up to 5 year imprisonment, and/or may result in further liability for civil damages pursuant to 26 U.S.C. Sec. 7431.

C.4 MAIL AND MESSENGER SERVICES (TASK 1)

C.4.1 Overview

C.4.1.1 Currently mail services are being provided only for ENRD in Washington, D.C. Under this contract, mail services will be expanded to include ENRD's Denver Field Office. The Government reserves the right to expand the services to other sites or organizations as needed over the life to the contract. The Contractor shall be notified in writing of any expansion in service 30 days prior to the service change.

C.4.1.2 The Contractor shall provide five services for ENRD under this task:

- Inter-building mail delivery (Washington, D.C. only)
- Intra-building mail delivery (Washington, D.C. and Denver)
- Mail classification/sorting (Washington, D.C. and Denver)
- Mail scanning (Washington, D.C. only)
- Special Messenger/Dedicated Courier service (Washington, D.C. and Denver)

C.4.1.3 The goal of the mail/messenger services is to provide expedient, accurate, and safe delivery of time sensitive documents and packages among the offices of the Division, its client organizations, the Courts, and other specified destinations.

C.4.1.4 In Washington D.C., ENRD mail services will be headquartered in the Mail/Fax Center located in Room 2121 of PHB with a substation in room 13073 at 1425NY. The Contractor shall provide mail service between 8:00 am and 7:00 pm.

C.4.1.4.1 Two mail couriers with vehicles will provide regularly scheduled inter-building mail delivery between the Division's three Washington, D.C. locations, the U.S. District, Claims and Appeals Courts, five client agencies and other select locations.

C.4.1.4.2 Separate contractor staff will provide intra-building mail distribution on an hourly schedule at both PHB and 1425NY, as well as perform all mail classification, and mail scanning.

C.4.1.4.3 For pick-up and delivery of mail/packages that cannot be accommodated within the routes and/or time schedules of the regularly scheduled inter-building mail runs, the Contractor shall provide an on-call special messenger service.

C.4.1.4.4 The Contractor shall also provide a dedicated van and courier to handle ad hoc deliveries and errands for the Division, such as the pickup of files from the Federal Record Center.

C.4.1.5 In the Denver Field Office, mail services will be headquartered in the 9th floor reception area.

C.4.1.5.1 Distribution of incoming mail to Field Office staff will be occur once each day beginning at 9:00 am.

C.4.1.5.2 In the late afternoon, the Contractor shall assist with the collection and processing of outgoing U.S. Postal Service and express mail.

C.4.1.5.3 The Contractor shall provide a courier with a van for pick-up and delivery of packages to client agencies, transportation of official case files to designated storage facilities, and special errands as needed.

C.4.1.5.4 In addition to the assigned mail duties, the Denver mail clerk shall assist in the document scanning lab.

C.4.1.6 Services within this section are both critical and non-critical.

C.4.2 Security Procedures Related to Mail Handling and Delivery

C.4.2.1 The events of September 11th and the subsequent anthrax scare in October 2001 have significantly increased the need for diligence when handling, transporting, and distributing Government mail. Contractor personnel are responsible for the security of mail in their possession and must do everything possible to prevent unauthorized access, tampering or destruction of the mail.

C.4.2.2 The Contractor shall ensure that Government mail is never left unattended in public areas where it might be tampered with or stolen. Mail bins may not be left unattended in the public portion of the U.S. Post office, on public streets during loading and unloading, or at

building loading docks.

C.4.2.3 Prior to making deliveries, couriers must always lock and secure their vehicles. Upon returning to the vehicle, couriers should check for any signs of tampering to the truck or the truck's contents.

C.4.2.4 The Contractor shall never accept, or agree to deliver, items handed to them on the street by unknown individuals.

C.4.2.5 Mail couriers should wear non-latex rubber gloves provided by the COTR when removing mail from the Post Office boxes and when sorting mail in the various mail rooms. Protective facial masks will also be made available to the Contractor should they wish to use them.

C.4.2.6 While not currently part of the standard operating procedures for processing mail, the Contractor may be called upon in the future to use products and/or equipment supplied by the Government to test the mail and/or post office boxes for contaminants.

C.4.2.7 All mail picked up from the Division's post office boxes must be taken to the Department's central mail room in MAIN Room B208 and x-rayed prior to delivering it to the designated recipient. This facility is operated by the Justice Management Division (JMD) and their personnel will conduct the x-raying while the courier waits.

C.4.2.8 The Contractor shall ensure that all employees working in Government mail rooms are familiar with the criteria used to evaluate and identify packages as being "suspicious" as well as the emergency procedures to be used when a suspicious package has been identified (see Section J, Attachment 7).

C.4.3 Volume of Mail

C.4.3.1 Incoming Mail Volume - Washington, D.C.: ENRD receives U.S. Postal Service (USPS) mail via ten Post Office boxes at Ben Franklin Station and four Post Office boxes at L'Enfant Plaza Station. In addition, the Division receives USPS mail and inter-office mail via the JMD mail facility in the basement of the MAIN Building, Room B208.

C.4.3.1.1 **Post Office Boxes** - The Contractor shall pick up USPS mail from the Post Office boxes once in the morning and once in the afternoon. The volume of mail picked-up from the post office boxes will vary throughout the week but will average approximately 600 pieces of mail per day. Mail volume will be highest on Mondays and Fridays.

C.4.3.1.1.1 On Mondays and Fridays, the Contractor will pick-up an average of 10 bins of mail during each of the two post office box runs (average of 1,000 pieces of mail).

C.4.3.1.1.2 Tuesday through Thursday, the volume of mail picked up from the post office boxes

during each run may be as little as 3 bins total (approximately 300 pieces of mail).

C.4.3.1.2 JMD Mail Facility - The Contractor shall pick up USPS and inter-office mail from the JMD mail facility 7 times per day. While the volume of mail will vary throughout the week, it will be heaviest on Mondays.

C.4.3.1.3 The Contractor is responsible for taking outgoing express mail to a designated pickup point. The Contractor will **not** be responsible for the receipt of incoming Federal Express or UPS packages. In Washington, D.C., express mail is delivered directly to recipients by the express companies.

C.4.3.2 Incoming Mail Volume - Denver: The Field Office receives a single delivery of USPS mail each morning averaging approximately 60 pieces of mail. In Denver, the Contractor will be responsible for the distribution of incoming express mail. On average the Field Office receives approximately 16 express packages per day which range in size from business envelopes to large boxes.

C.4.3.3 Outgoing Mail Volume - Washington, D.C. and Denver: The volume of mail picked-up and delivered to other DOJ buildings, other Government agencies, the Courts or the U.S. Postal Service will vary greatly depending on the litigation activities occurring within the Division.

C.4.3.3.1 Generally, the outgoing mail volume will be minimal on Monday (i.e. a few pieces of mail from each Section during each run that will fill less than half of one bin) and increase daily throughout the week with the heaviest mail volume on Fridays (up to 10 bins). Outgoing mail generally includes business size and interoffice envelopes but periodically will include multiple boxes as well.

C.4.3.3.2 In Washington, D.C., outgoing mail is picked up from designated spots within each building throughout the day by the inter-building mail couriers.

C.4.3.3.3 In Denver, outgoing mail is picked up from designated spots within the Field Office beginning at 4:30 pm and taken to the Postal Service substation on the second floor of the building in time to make the last USPS pickup at 5:15 pm.

C.4.3.4 Mass mailings - Washington, D.C. and Denver: Litigation schedules routinely require mass mailings be sent out by all Sections. A mass mailing is defined as the shipment of a common set of documents to a specific list of recipients. A single envelope is sent to each recipient and the number of recipients can range from twenty (20) to one thousand (1,000).

C.4.3.4.1 The Contractor may be called upon to help stuff the envelopes for the mass mailing, affix the postage, and transport the mail to a postal facility.

C.4.3.4.2 While the Government will attempt to alert the Contractor in advance of mass mailings, this will not always be possible and the Contractor needs to be prepared for this

contingency.

C.4.4 Mail Delivery - General Parameters

C.4.4.1 On a daily basis, the Contractor shall provide scheduled pick-up and delivery of official Government mail and related materials in accordance with the schedule published in Section J, Attachment 4. A map of the pick-up/delivery locations is also provided in Section J, Attachment 8.

C.4.4.2 Departure times and procedures for regularly-scheduled runs and in-house mail pick-ups and deliveries are set by the Government and must be followed precisely unless otherwise instructed by the COTR. It is the Contractor's responsibility to ensure that all mail/messengers are aware of the schedule and perform their duties according to the latest procedures and time schedules.

C.4.4.2.1 Unless otherwise instructed by the COTR or the COTR's staff, runs must begin no later than 15 minutes after the scheduled time.

C.4.4.2.2 The run may not begin before the scheduled time, and, during the run, the messenger may not depart from a required pick-up/delivery point before the scheduled time.

C.4.4.2.3 All required pick-up/delivery stops must be covered in each of the scheduled runs.

C.4.4.2.4 The run must be completed within the specified time period unless unusually heavy volume or other unforeseen circumstances (i.e., traffic grid-lock, broken elevators, etc.) result in delays. Such circumstances are subject to verification by the COTR and must be reported to the COTR immediately in order to release the Contractor from the time limit requirements for that particular run.

C.4.4.3 Inter-building mail delivery to the designated facility must occur within three (3) hours of the receipt of the mail by the Contractor.

C.4.4.4 Intra-building mail delivery shall be completed within two (2) hours of receipt at PHB, 1425NY and the Denver Field Office mail centers.

C.4.4.5 Regularly-scheduled runs may not be combined with other ENRD runs or runs made by the Contractor for other Government clients not related to this contract unless authorized by the COTR.

C.4.4.6 The Government reserves the right to make changes in the mail delivery schedules and locations as needed over the life of the contract. The Contractor will be notified in writing of such changes at least 24 hours prior to the changes taking effect.

C.4.4.7 The Contractor shall ensure that pick-up/delivery requests are handled in accordance

with all written and verbal instructions received from the COTR.

C.4.4.8 From time to time, the Contractor may be asked to follow specific, unique instructions for a particular pick-up/delivery. These instructions will normally be provided by the requestor and will usually appear in writing on the envelope. Should these special instructions exceed the Contractor's available resources or conflict with the Contractor's responsibilities as stated under the contract, the Contractor will notify the COTR or her designee immediately. The COTR will work with the Contractor and the requestor to determine the best way to successfully complete the pick-up/delivery.

C.4.5 Inter-Building Mail Delivery

C.4.5.1 Under this contract,, the Contractor shall provide inter-building mail delivery only for ENRD's Washington, D.C. offices.

C.4.5.2 The first inter-building mail run of the day begins with the courier picking up incoming USPS mail from post office boxes at two downtown Post Offices (see current mail schedule in Section J, Attachment 4):

C.4.5.2.1 **L'Enfant Plaza Post Office** is at 458 L'Enfant Plaza, located at 7th and D Streets, SW, on the south end of the Promenade Level of the L'Enfant Plaza Mall. Parking is allowed in the loading dock on Frontage Avenue and access to the building is made through the service entrance and elevator. The post office boxes are in Room 437. The Contractor shall pick-up mail from the following post office boxes for the offices indicated:

PO Box # 23795	Appellate Section
PO Box # 23985	Environmental Crimes Section
PO Box # 23986	Environmental Defense Section
PO Box # 44378	Indian Resources Section

C.4.5.2.2 **Ben Franklin Station Post Office** is at 1200 Pennsylvania Avenue in the Ariel Rios Building. The Post Office is located on the first floor of this building. Parking is allowed at the rear loading dock if space is available. The Contractor shall pick-up mail from the following post office boxes for the offices indicated:

PO Box # 367	Executive Office/Human Resources
PO Box # 561	Land Acquisition Section
PO Box # 663	General Litigation Section
PO Box # 685	Executive Office/Litigation Support and Expert Witness Unit
PO Box # 4390	Policy, Legislation and Special Litigation
PO Box # 7369	Wildlife and Marine Resource Section
PO Box # 7397	Special Litigation Section
PO Box # 7415	General Division Mail/Front Office
PO Box # 7611	Environmental Enforcement Section

C.4.5.2.3 The mail/messenger shall ensure that all mail is completely removed from each post office box during each run. As the mail is removed from the post office box, a rubber band will be placed around the bundle to ensure that mail for a given office remains together and is not mixed with mail from other offices. This will expedite later mail sorting. The rubber-banded stacks are then placed in the mail bins supplied by the U.S. Post Office.

C.4.5.2.4 Prior to leaving the postal facility, the Contractor shall ensure that all mail has been cleared from the surrounding work area. Government mail must never be left in public areas unattended.

C.4.5.3 As indicated in Section C.4.2.7 above, mail collected from the U.S. Post Office boxes must be taken directly to the Justice Management Division (JMD) mail room in Room B208 in the MAIN Building to be x-rayed by the JMD staff prior to distribution to ENRD personnel. Depending on the volume of mail, x-raying will take between 5 - 15 minutes.

C.4.5.3.1 The inter-building mail messenger will be allowed to park temporarily in the MAIN Building parking garage while making deliveries. Access to the garage should be made via the entrance located on 10th Street. The courier shall park only in one of the two designated spaces in the loading dock area. If both designated spaces in the loading dock area are occupied, the courier must park on the street at 9th & Pennsylvania Ave (in the 20 minute parking spaces). If parked at 9th and Pennsylvania Ave, the courier will need to enter the building via the Pennsylvania Avenue center entrance.

C.4.5.3.2 When entering the facility, the courier will be required to stop at a guard station where he/she must present their approved DOJ identification badge to the guards on duty (ID badges will be provided to the Contractor prior to the first day of work). No access will be provided without a DOJ Identification badge. If there is more than one person in the delivery van, each person present must provide the proper identification to the guards. The courier must also allow a search of the vehicle and packages each time he/she enters the building.

C.4.5.4 While at the JMD mail facility, the courier shall pick up any incoming USPS mail that was delivered to the Division's mail room. Mail collected from JMD is not pre-sorted and generally should be brought to the PHB Mail/Fax Center to be sorted by building and Section before being delivered within ENRD. The only exception is mail for DOJ management offices located within the MAIN building.

C.4.5.4.1 After the mail has been x-rayed, the inter-building courier will separate out any mail addressed to the Office of the Assistant Attorney General (OAAG), the Office of Legislative Affairs (OLA), the Office of the Executive Secretariat (OES), and the Office of the Solicitor General (OSG) and deliver the mail.

C.4.5.4.2 Mail for the **OAAG** is delivered to two locations: Mail for the AAG is delivered to the secretary in Room 2143. Mail for the Deputy Assistant Attorneys General (DAAG) and

Special Assistants should be delivered to the secretary in Room 2609. Outgoing mail is picked up at the same time from these same rooms.

C.4.5.4.3 Mail for the **OES** is delivered to Room 4400. Mail from the OES is generally directed to PLSL.

C.4.5.4.4 Mail for OSG is delivered to Room 5256. Mail from the OSG is generally directed to PLSL.

C.4.5.5 After incoming USPS mail has been x-rayed and delivered within the MAIN Building, the remaining mail shall be brought to the PHB Mail/Fax Center for sorting and delivery to the locations described below in accordance with the published delivery schedule:

C.4.5.5.1 **1425 New York Avenue/Environmental Enforcement Section (EES)** - All incoming mail for EES is delivered to a single stop in Room No. 13068 on the 13th floor of the building. Outgoing mail is picked up from the same location. The messenger is not allowed to use the loading dock and must find parking on the street.

C.4.5.5.2 **601 D St (Patrick Henry Building)** - All incoming mail is brought to the PHB Mail/Fax Center in room 2121 where it is sorted and delivered by the intra-building mail staff. The inter-building courier may park at the loading dock in the back of the building while making deliveries. The following organizations are located within PHB:

2nd Floor	ENRD Executive Office (EO) Environmental Crimes Section (ECS)
3rd Floor	General Litigation Section (GLS) Indian Resources Section (IRS) Land Acquisition Section (LAS) Special Litigation Section (SLS) Wildlife and Marine Resources Section (WLS)
8th Floor	Appellate Section (APS) Environmental Defense Section (EDS) Policy and Special Litigation Section (PLSL)

C.4.5.5.3 **Justice Management Division (National Place Building, 1331 Pennsylvania Ave., NW)** - The inter-building couriers shall make daily stops at the 11th floor Reception Desk of the JMD Personnel Division and to the JMD Procurement Services Staff in Room 1000. The courier is not allowed to use the loading dock and will have to find parking on the street. Entrance to the building is on F Street between 13th and 14th. Mail picked up from the JMD Personnel Division will primarily be directed to the Human Resources Unit of the Executive Office. Mail from Procurement Services will be directed to other organizations within the Executive Office. The Contractor shall drop off mail picked up from the Executive Office staff in PHB and pick-up

mail to be returned to PHB in the next regularly scheduled run.

C.4.5.5.4 Office of Legal Counsel (OLC) - Once each week the inter-building mail couriers shall pick up signed EES consent decrees from OLC and deliver them to the reception desk at the Federal Register. The Federal Register office is located at 800 South Capitol Street, Suite 700.

C.4.5.5.5 Client Agencies – The inter-building mail couriers shall make regularly-scheduled pick-ups and deliveries to the client agencies listed below. Mail picked up from the client agencies should be brought back to the PHB Mail/Fax Center for sorting and then delivered to the appropriate DOJ office during the next regularly scheduled mail run.

AGENCY	DELIVERY LOCATION
Environmental Protection Agency	Ariel Rios Building - 1200 Pennsylvania Ave., Room 3142
Army Corp of Engineers	20 Massachusetts Ave., NW, Room 8219C
Dept. of Agriculture	14 th and Independence Ave., SW, Room 2033
Dept. of Energy	1000 Independence Ave., SW, Room 6H045
Dept. of Interior	18 th and C St., NW, Office of the Solicitor, Room 7040

C.4.5.5.6 Claims Court and Appeals Court, Federal Circuit (717 Madison Place, NW) Deliveries to the Claims Court can be made to the Clerk's Office, Room 103, between 8:45 a.m. and 5:15 p.m. Deliveries to the Appeals Court can be made to the Clerk's Office, Room 401, during the same hours. After-hours delivery for both courts can be made in the drop-boxes located on the H Street side of the building. There is a box for each court and they are locked at midnight.

C.4.5.5.7 U.S. District Court for the District of Columbia and Court of Appeals for the District of Columbia (333 Constitution Ave., NW) Deliveries to the District Court can be made to the Clerk's Office, Room 1834, between 9:00 a.m. and 4:00 p.m. Deliveries to the Court of Appeals can be made to the Clerk's Office, Room 5423, during the same hours. After-hours deliveries for both courts can be made to the 24-hour drop-box located inside the courthouse in Room 1825A. A guard is on duty to permit after-hours access.

C.4.5.6 Inter-building mail delivery to the designated facility must occur within three (3) hours of the receipt of the mail by the Contractor. All mail picked up by the inter-building mail courier must be delivered by the end of the business day. Under no circumstances should mail be left in the delivery trucks over night.

C.4.5.7 Inter-building mail delivery is considered a **critical task** and the Contractor shall

perform all runs with 99% accuracy. Contractor performance of the regularly-scheduled inter-building mail runs is subject to periodic monitoring of the pick-up/delivery times at each location included on the run, by random sampling of the incoming/outgoing boxes and/or by personal observations of the COTR and ENRD staff.

C.4.6 Intra-Building Mail Delivery

C.4.6.1 Under this contract,, the Contractor shall provide intra-building mail delivery for ENRD's offices in Washington, D.C. and Denver.

C.4.6.2 The goal of the intra-building mail service is to provide efficient, timely transportation of mail, faxes, supplies, files, and copy jobs between the various service facilities and the Government employees within a given building.

C.4.6.3 The Contractor shall provide staff to perform intra-building mail delivery at PHB, 1425NY Ave. and the Denver Field Office. Intra-building mail staff will work out of the following locations:

PHB - Mail/Fax Center Room 2121
1425NY - Mail/Copy Center Room 13073
Denver Field Office - 9th floor reception area

C.4.6.4 The Contractor and the Government will agree on a staffing plan for intra-building deliveries prior to the performance start date for this contract.

C.4.6.5 Intra-building Mail Delivery - Washington, D.C.

C.4.6.5.1 The Contractor shall make hourly delivery runs within PHB and 1425NY. The first run shall occur at 9:00 am and the last run shall occur at 6:00 pm.

C.4.6.5.2 Prior to beginning each run, the contractor shall record non-mail related deliveries (e.g, files, supplies, copy jobs) on the Intra-Building Delivery Log indicating what is being delivered and to whom. As each item is delivered, the recipient must be asked to sign the log as proof of delivery. If the recipient is not available, another ENRD employee within that area should be asked to sign for the delivery.

C.4.6.5.3 Intra-building mail runs should begin in the Mail/Fax Centers with the messenger checking to see if there is incoming mail or faxes to be delivered. During the run, messengers will also stop at the following sites:

- File Rooms to check for files which may have been requested by Division staff;
- Section mail rooms to collect outgoing mail;
- Supply Center for any supply requests ready for delivery; and
- Copy Centers for completed copy jobs ready for delivery.

C.4.6.5.4 As part of each run, the couriers will also check the designated central collection points on each floor at 1425NY and PHB. These central collection points are assigned areas where Division staff will drop-off materials to be delivered to court, faxes to be sent, copy jobs to be completed, and Federal Express packages to be taken to the lobby for pickup. The Contractor will be given a list of central collection points for each building at the beginning of the contract.

C.4.6.5.5 When making deliveries, intra-building couriers shall place non-case related USPS and inter-office mail into the individual recipient mailboxes located within each Section/Unit.

C.4.6.5.6 Intra-building mail couriers shall deliver faxes, completed copy jobs, supplies and case files directly to the designated recipient's office. If the recipient is in the office and available, the Contractor shall hand the item directly to the individual and ask them to sign the delivery log. If the recipient is unavailable (e.g., out of the office, on the phone), the intra-building mail courier shall give the item to the person's Legal Support Assistant (LSA) for later delivery and have the LSA sign the log.

C.4.6.5.7 Outgoing mail collected during each intra-building mail run shall be brought to the mail center, sorted by destination, and placed in the appropriate outgoing mailbox for delivery by the inter-building courier on the next regularly scheduled run.

C.4.6.5.8 The Government will provide the Contractor with mail metering equipment for the Mail/Fax Centers and train the Contractor in its use. This equipment will serve as back up for the postage equipment available within the Sections. Generally, Division staff will affix their own postage to outgoing mail but the Contractor should be prepared to assist if asked.

C.4.6.5.9 Outgoing Federal Express mail picked up from the central collection points on each floor shall be taken to the designated drop-off point within each building. In PHB, Federal Express packages should be taken to the room just off the guards station in the first floor lobby. At 1425NY, Federal Express packages should be taken to the drop off box in the 7th floor elevator lobby. On occasion, the volume of material to be taken to the Federal Express drop-off points might be so large that the intra-building couriers may need to make multiple runs.

C.4.6.6 Intra-building Mail Delivery - Denver

C.4.6.6.1 The Contractor shall provide an intra-building mail courier to distribute incoming USPS mail, express mail, faxes, supplies and copy jobs to the 50 employees of the Denver Field Office.

C.4.6.6.2 The intra-building mail courier will pick up the incoming USPS mail at 9:30 am from a central postal substation located on the second floor of the Field Office in the West Mezzanine. This is the only USPS mail delivery of the day. The courier shall place the mail in bins provided by the Postal Service and bring it back to the 9th floor reception area for sorting by Section. The

Contractor shall then deliver the mail to the appropriate Litigation Support Assistant (LSA) within each Section.

C.4.6.6.3 When requested, the Contractor shall pickup and deliver faxes, supplies, files and copy jobs. Faxes will be transmitted and received within the 10th floor Copy Center.

C.4.6.6.4 Federal Express will make their first delivery of the day to the Field Office between 8:30 am - 9:30 am. A second delivery occurs at noon if there are any late packages. The Contractor shall sign for the packages when they are delivered and then immediately deliver them to the designated recipient's office.

C.4.6.6.5 The intra-building mail courier will also be responsible for coordinating outgoing Federal Express mail shipments. By 4:00 pm, Field Office staff will have notified the Contractor of their need to send out a Federal Express package. If the amount of material to be picked up exceeds five boxes, the Contractor shall contact Federal Express no later than 4:30 pm to alert them about the number of boxes to be picked up. The Contractor will then gather all of the items to be sent out and have them ready for the Federal Express pick up at by 5:00 pm.

C.4.6.7 Intra-building mail delivery shall be completed within two (2) hours of the mail being received at PHB, 1425NY and the Denver Field Office mail centers.

C.4.6.8 Intra-building mail delivery is considered a **critical task** and the Contractor shall perform all duties with 99% accuracy. Contractor performance of the regularly-scheduled intra-building mail runs is subject to periodic monitoring of the pick-up/delivery times at each location included on the run, by random sampling of the incoming/outgoing boxes and/or by personal observations of the COTR and ENRD staff.

C.4.7 Mail Classification/Sorting

C.4.7.1 Under this contract,, the Contractor shall provide mail sorting services for ENRD's offices in Washington, D.C. and Denver.

C.4.7.2 As indicated in Section C.4.5.2.3 above, mail retrieved from the Division's post office boxes in Washington, D.C. will be pre-sorted by office since each office has its own box. When post office box mail arrives at the Mail/Fax Centers, the Contractor shall remove the rubber-banded mail bundles from the bins and place the mail in the appropriate Section box.

C.4.7.3 Mail picked up from the JMD mail facility in Washington, D.C. is not pre-sorted. JMD provides the loose mail in large tubs or canvas bags. This loose mail must be brought to the PHB Mail/Fax Center and sorted by building, Section, and/or office by the contractor staff.

C.4.7.4 Mail picked up from the postal substation on the second floor of the Denver Field Office building is also not pre-sorted and must be organized by Section by the Contractor once it reaches the 9th floor mail area.

C.4.7.5 Incorrectly Addressed Mail - As part of the sorting process, the Contractor shall research all incompletely or incorrectly addressed incoming mail for delivery to the correct ENRD employee and/or office. The COTR will provide the Contractor with training at contract award as well as access to the Division's Case Management System (which links specific cases with specific ENRD employees), the computerized employee directory, and the Division phone book. The Contractor will receive updates and corrections to all these finding tools throughout the life of the contract. All unidentifiable mail must be given to the COTR by 5:00 pm each day for further research. In Denver, unidentifiable mail must be given the Field Office Administrative Officer

C.4.7.6 Certified Mail (Washington, D.C. only) - Each day, the Division receives approximately 200 pieces of certified mail from the JMD mail room, most of which is generically addressed to the AAG or ENRD. The Contractor shall be responsible for researching incoming certified mail and determining the proper recipient.

C.4.7.6.1 When generically addressed certified mail is received in the Mail/Fax Center, the Contractor shall open the mail and review the contents to determine either the applicable case name or court number. If either piece of information is available, the Contractor can identify the appropriate Section/recipient to which the document(s) should be rerouted by searching the Division's automated Case Management System (CMS).

C.4.7.6.2 If neither piece of information can be found within the documents, the Contractor shall look for a reference to a particular statute (e.g. Clean Water Act, Clean Air Act) and cross reference the statute with the litigating section having primary responsibility for cases under that statute (see Section J, Attachment 9 for a cross reference list).

C.4.7.6.3 Those documents for which the Contractor cannot determine the appropriate place to reroute mail will be given to the COTR for further research by 5:00 pm each day.

C.4.7.6.4 The Contractor shall receive training and guidance from the COTR and/or her designee in determining how to identify and reroute generically addressed certified mail as well as how to use CMS.

C.4.7.7 Mail Sorting and Classification in Preparation for Scanning (Washington, D.C. only) - When the incoming mail has been sorted by building and office, the intra-building mail staff shall then review each grouping of mail in order to separate the case-related mail from the non-case related mail.

C.4.7.7.1 Non-case related mail includes inter-office mail, newspapers, magazines, books, brochures, invoices, expert witness materials, bank statements, travel documents, and "junk" mail. Personal mail that is not related to a specific lawsuit will be delivered by the intra-building mail courier to the designated recipient's mailbox in the next regularly scheduled mail run.

C.4.7.7.2 Case-related mail includes U.S. Post Office mail, generically addressed/certified mail

received from JMD (i.e. mail addressed to the AAG), Federal Express, UPS or other express shipments that refers to specific litigation. Case-related mail will NOT be delivered to the recipient in its paper format. Instead, it will be scanned by the mail room staff and the resulting PDF files will be E-mailed to the recipient. The paper document will then be forwarded to appropriate File Room (See Section C.4.8 below on Mail Scanning for more information).

C.4.7.7.3 To determine whether or not mail is case-related, the Contractor will be required to open each envelope and review the contents. If the material is not case-related, the Contractor shall return the item to its original envelope and put the envelope in the bin of mail to be delivered on the next scheduled mail run. If the mail is case-related, the Contractor shall time/date stamp the top, front, right margin on the first page of the document to identify when it was received and attach the envelope to the document with a paper clip. The date stamped document and envelope shall then be placed in the bin of mail to be scanned for that Section.

C.4.7.7.3.1 The Contractor shall not place the time/date stamp over any other data on the face of the document (e.g. court stamp, marginalia).

C.4.7.7.3.2 If a document package contains more than one document, the Contractor shall time/date stamp each document in the package.

C.4.7.8 Researching, classifying and sorting mail is a **non-critical task** and must be completed with 95% accuracy. The Contractor shall review, sort and deliver the mail by close-of-business on the day it was received. The Contractor's performance is subject to review by the COTR and her staff, through periodic monitoring of the mail room, and by investigating complaints from Division employees.

C.4.8 Mail Scanning

C.4.8.1 Under this contract,, its anticipated that the Contractor will provide mail scanning services only to ENRD's Washington D.C. offices.

C.4.8.2 ENRD's Executive Office is currently running a mail scanning pilot project to evaluate whether scanning of case-related mail is a viable option for the Division. Case-related mail addressed to attorneys in the General Litigation Section (GLS) is being opened, prepped and scanned twice daily by the existing contractor mail room staff with some assistance from the COTR's staff. The resultant PDF images are then being E-mailed to the attorneys and the paper documents are being forwarded by the mail room to the appropriate File Room.

C.4.8.3 The goals of mail scanning are to expedite mail delivery, minimize employee exposure to potentially contaminated mail, prepare for implementation of Electronic Court Filing (i.e., courts are now requiring documents to filed electronically instead of in paper format), reduce the costs and space needed for file storage, and free up Division support staff time for higher level tasks than opening the mail.

C.4.8.4 Based on the pilot, ENRD anticipates that 65% of the Division's incoming mail is case-related and will require scanning. For example, GLS receives on average 43 pieces of mail per day. Of this volume, 28 pieces were found to be case related and scanned. If mail scanning was done for the entire Division, the Contractor could anticipate having to process 290 - 300 pieces of case-related mail per day.

C.4.8.5 The exact procedures being used during the pilot project along with the required logs are included in Section J, Attachment 10. Should ENRD determine that mail scanning is an efficient means of delivering incoming case-related mail, the Contractor would be required to perform this function under the contract using similar procedures. The Contractor will receive training by the COTR and all equipment needed for mail scanning will be provided by the Government.

C.4.8.6 Case-related mail received in the PHB Mail/Fax Center must be scanned, E-mailed to the intended recipients, and forwarded to the appropriate File Room by the end of the business day it was received.

C.4.8.6.1 Should the Contractor receive an unusual volume of mail, or for some other reason be unable to process the case-related mail by the end of the business day, the COTR must be notified.

C.4.8.6.2 If the COTR determines that the delivery delay is no fault of the Contractor's (e.g. excessive work load, Government caused work interruptions), the COTR may approve the use of additional staff to complete the processing that night or allow the mail to be processed the following morning.

C.4.8.6.3 If the COTR determines that the delay is due to inadequate contractor staffing (e.g. scheduled staff did not report to work and the Contractor failed to provide timely backups), or inefficient work methods, the Contractor may be called upon to provide additional resources to complete the work at their expense or be subject to liquidated damages.

C.4.8.7 Mail scanning is a **critical** task and must be completed with 99% accuracy. The 99% accuracy rate must be met by the 4th week of the contract. The Contractor's performance is subject to review by the COTR and her staff, through periodic monitoring of the scanned images, and by investigating complaints from Division employees.

C.4.8.8 The Government reserves the right to choose not to implement this service as a task under the contract or to expand the mail scanning service to other Division offices or other Government agencies. The Contractor will be notified when ENRD determines whether or not to go forward with mail scanning.

C.4.9 Special Messenger/Dedicated Courier Service

C.4.9.1 Under this contract,, the Contractor shall provide special messenger service only for ENRD's offices in Washington, D.C.; dedicated courier service will be provided in both

Washington, DC and the Denver, CO field office.

C.4.9.2 ENRD employs two types of special couriers. The first is a special on-call messenger delivery service for use by the various litigating components. The second is a dedicated “man with a van” to be used by contract personnel to transport copy jobs between buildings, case files to/from the Federal Record Center and to make emergency supply pick-ups in both Washington and Denver. Special messenger service can be scheduled by authorized ENRD Section employees. The “man with a van” can only be scheduled by the COTR, her designee, and/or the Denver Administrative Officer.

C.4.9.3 Special Messenger Service Overview - The Government is currently requesting special messenger service only for ENRD in Washington, D.C., but reserves the right to expand the service to other components or agencies during the contract. The Contractor will be notified in writing 30 days in advance of any service changes.

C.4.9.3.1 ENRD will choose to use special messengers whenever: (a) mail must be delivered within a time frame that can not be met by the regularly-scheduled run; (b) mail must be delivered to a firm or agency which is not served by the regularly scheduled inter-building mail routes; or (c) the quantity of materials to be transported is beyond the capacity of the regularly-scheduled mail runs.

C.4.9.3.2 Based on current activity, ENRD estimates using special messengers approximately 210 times per month.

C.4.9.3.3 Special messengers can be called to pick-up from, or deliver to, any location within the metropolitan Washington, D.C. area. The metropolitan area is defined as any location within a 50 mile radius of the MAIN Department of Justice Building.

C.4.9.3.3.1 The Contractor is not authorized to accept requests for special messenger service outside of this range without the express approval of the COTR.

C.4.9.3.3.2 The Government will not pay for messenger service provided by the Contractor outside the prescribed area that was not approved in advance by the COTR.

C.4.9.3.4 The Contractor shall provide special messenger services based on geographic area, travel distance, package size, package volume, vehicle required and delivery time frames.

C.4.9.3.5 For ENRD’s purposes, special messenger deliveries within the metropolitan area will be broken down into three zones:

C.4.9.3.5.1 **Zone 1** - Zone 1 is comprised of the core area surrounding the Department of Justice's buildings, the Department’s client agencies, and the court buildings in Downtown Washington, D.C. (see map in Section J, Attachment 8). On average, the Division requests 75 pickup/deliveries within Zone 1 each month.

C.4.9.3.5.2 **Zone 2** - Zone 2 is comprised of areas within Washington, D.C. but outside the core area. This zone includes areas such as upper Northeast Washington, Southeast, Georgetown, and Anacostia. On average the Division requests 5 pickup/deliveries within Zone 2 each month.

C.4.9.3.5.3 **Zone 3** - Zone 3 is comprised of areas outside of Washington D.C. This includes Northern Virginia and Suburban Maryland. On average, the Division requests 130 pickup/deliveries within Zone 3 per month.

C.4.9.3.5.4 Normal delivery within all three Zones must be completed by the end of the standard business day (i.e. 5:30 p.m.).

C.4.9.3.6 Special messengers will be required to transport both standard and non-standard packages.

C.4.9.3.6.1 A **standard** package is defined as a single envelope (inter-office or postal) measuring 12 x 16 inches or smaller, and weighing two (2) pounds or less that can easily be transported on a messenger's bicycle.

C.4.9.3.6.2 A **non-standard** package is defined as any item larger than 12 x 16 inches (e.g., boxes) weighing more than two pounds and requiring the use of a car or truck for delivery.

C.4.9.3.7 In some cases, the time sensitive nature of the materials to be picked-up and delivered will require an expedited delivery schedule. Approximately 15% of special messenger requests will require expedited handling.

C.4.9.3.7.1 Expedited delivery within Zone 1 is defined as the pick-up and delivery of a package within 30 minutes.

C.4.9.3.7.2 Expedited delivery within Zone 2 is defined as the pick-up and delivery of a package within one hour.

C.4.9.3.7.3 Expedited delivery within Zone 3 is defined as the pick-up and delivery of a package within 90 minutes.

C.4.9.3.8 While the Government does not require that special messengers be assigned exclusively to this contract, it is the Contractor's responsibility to ensure an adequate number of messengers and vehicles are available to meet service requirements even during peak work loads.

C.4.9.3.9 If the Contractor receives a pick-up/delivery request which he thinks exceeds the scope of his capability under the contract, the Contractor will consult with the COTR immediately to determine the most expedient and cost effective method of delivery.

C.4.9.3.10 If the Contractor picks up a package that they feel is suspicious, or causes them concern in any way, they should **not** proceed with the delivery until they have contacted the COTR. The Contractor shall have the right to refuse to pickup or deliver any package they deem as dangerous or suspicious. If the Contractor is willing, the COTR may ask that the package be brought to their office for review or be taken to DOJ security officials for investigation. Under these circumstances the Contractor shall be paid for the delivery based upon the number of stops, the final delivery point, and the additional time spent under the delivery circumstances.

C.4.9.3.11 Messengers should not deliver items without having someone at the pick-up/delivery point to sign for the shipment. If no one is available to accept receipt of the package, the messenger shall return the package to its originator, unless the requestor provided specific instructions to "drop off" an item without proof of receipt/acceptance.

C.4.9.3.12 Whenever possible, the Contractor should batch special messenger requests to allow multiple deliveries to the same building or geographical location and/or to include special messenger requests in the next regularly-scheduled runs. However, batching of special messenger requests shall not be allowed when it interferes with the special requirements and time frames provided by the requestor.

C.4.9.4 Personnel Authorized to Request Special Messenger Service - A small number of ENRD employees within each of the litigating components have been authorized by the COTR to request special messenger service for their component. Access to the service has been limited to ensure it is being used appropriately, that procedures are being followed, and to control costs. A list of authorized callers will be provided to the Contractor at the commencement of the contract.

C.4.9.4.1 The Contractor shall only provide special messenger service when requests are made by personnel listed on the Authorized Caller List.

C.4.9.4.2 Should an individual not on the Authorized Caller List contact the Contractor and request a special messenger, the Contractor shall refuse to act on the request and refer the caller to the COTR.

C.4.9.4.3 Periodically, the Government will update the Authorized Caller List to reflect changes in personnel. Deletions/additions to the list will be provided to the Contractor in writing. The Contractor will have 48 hours to ensure that all messenger service personnel have received and processed the changes.

C.4.9.4.4 The Government will not pay for messenger service provided by the Contractor to individuals not listed on the Authorized Caller List, and the Contractor may be assigned liquidated damages if, after 48 hours, the provided changes to the Authorized Caller List have not been made (e.g. authorized callers are denied special messenger service or personnel who are no longer authorized service are allowed to request messengers).

C.4.9.5 Special Messenger Service Procedures - Authorized ENRD personnel will arrange for a

special messenger by calling the Contractor and providing pickup and delivery information (other modes for requesting service such as E-mail or automated websites may be proposed by the Contractor).

C.4.9.5.1 The requestor will complete a Messenger Request Form which identifies the sender and delivery location and attach it to the package. The package will then be brought to a pickup point or held until the messenger arrives.

C.4.9.5.2 If the special messengers are not cleared contract employees with DOJ identification badges, the messengers will generally not be allowed full access to Government buildings. Upon being dispatched to a location, the messenger may need to call a specific party to meet them in the building lobby to make pickup/delivery. Contact information shall be provided by the requestor at the time the service request is called in.

C.4.9.5.3 At PHB and MAIN, special messengers are not allowed beyond the building lobby.

C.4.9.5.3.1 Outgoing special messenger packages will be taken by the requestor to the JMD Package Desk located in the lobby of these buildings. The messenger shall pick up the package from the Package Desk. If the package is not at the desk when the messenger arrives, the messenger shall use the phone located at the package desk to contact the requestor and ask them to bring it to the Package Desk.

C.4.9.5.3.2 Incoming special messenger deliveries shall be made to the Package Desk. The JMD mail staff who operate the Package Desk will be responsible for delivering the package to the designated addressee.

C.4.9.5.3.3 In terms of gauging delivery times, the Contractor shall consider a package delivered on time if it is delivered to the Package Desk within the specified delivery time period.

C.4.9.5.4 At 1425NY, special messengers will be allowed into the building if they are escorted by a Government employee. The messenger will need to provide a contact name and phone number to the guard on duty. The guard will contact the requestor who will then either come down to the lobby to drop off or pickup the package or authorize the messenger to come upstairs to make the pickup/delivery.

C.4.9.5.5 Special messenger service is a **critical task** and all pick-ups and deliveries must be completed with 99% accuracy. The Contractor shall complete all special messenger pick-up/delivery requests within the time frames specified by the Government, unless the Contractor provides reasonable and sufficient proof that circumstances beyond his control prevented the successful pick-up/delivery. In such cases, the Contractor must promptly inform the requestor **and** the COTR of the problem/delay. If requested by the COTR, the Contractor will submit a written explanation for the delay. Should the Contractor fail to make the requested delivery or to notify the COTR of delivery problems, the Contractor may be assigned liquidated damages for costs/penalties incurred by the Government because the delivery was not made on time.

C.4.9.5.6 No special delivery messenger requests shall remain undelivered until the next business day unless the Contractor has consulted with the requestor to determine that such a delay is acceptable, or unless the Contractor is unable to deliver for circumstances beyond its control. The requestor's permission to delay the pick-up/delivery until the next business day must be clearly noted on the Special Messenger Request Form.

C.4.9.5.7 At the Government's discretion, Contractor performance of special messenger pick-up/delivery requests will be measured by periodic monitoring of messenger operations by the COTR and/or his staff, by spot checking the completion times on the Special Messenger Request Forms and/or by investigating complaints from Division employees.

C.4.9.6 Dedicated Courier Service Overview - The Contractor shall provide a driver and van to run contract errands and make deliveries for ENRD in both Washington D.C., and the Denver Field Office. The Contractor shall provide the couriers with all the equipment needed including a heavy duty hand truck, back brace and cell phone.

C.4.9.6.1 The couriers will be used to transport official case files between the Division's offices and the Federal Record Centers, transfer files to the Division's file warehouses, pick up emergency supplies, transport completed copy jobs between buildings, and pickup/deliver documents from law firms and client agencies doing business with ENRD.

C.4.9.6.2 The couriers shall be scheduled and dispatched only by the COTR and the Denver Field Office Administrative Officer or their designees. The courier may not be used for "special messenger service" by other ENRD personnel. Should the Contractor be contacted by unauthorized ENRD personnel and asked to provide service, the Contractor shall not act on the request and will refer the requestor to the COTR or Denver Administrative Officer.

C.4.9.6.3 The couriers shall only be used to transport material, not people. Under no circumstances should the van be used to transport Government employees.

C.4.9.6.4 Unlike special messengers, the dedicated couriers will be cleared contractor employees with DOJ Identification badges enabling them to enter any Government building.

C.4.9.6.5 In Washington, D.C., the "man with a van" shall be stationed out of the Records Management Warehouse located at 8050 Cryden Way, Forestville, MD.

C.4.9.6.5.1 When not on runs, the messenger will assist with the records management activities at the warehouse.

C.4.9.6.5.2 Because of the distance involved, the courier will, in general, have 2 hours in which to respond and complete requests (e.g. 2 hours to bring files from Forestville to PHB).

C.4.9.6.6 In Denver, the courier shall be stationed out of the Field Office located at 999 18th St.,

Suite 945. When not on a run, the courier shall perform the intra-building mail and fax duties described in Sections C.4.6.6 and C.5.

C.4.9.6.6.1 The courier shall be responsible for transporting official case files between the Field Office and the off-site file warehouse located at 719 18th St. The courier shall also transport files between the Field Office and the Regional Federal Record Center.

C.4.9.6.6.2 In addition to records management-related errands, the courier shall be responsible for delivering materials to client agencies and/or area law firms, picking up/delivering supplies or performing any other errands required by the Denver Administrative Officer or his designee.

C.4.9.6.7 Dedicated courier service is a **non-critical task** and all pick-ups and deliveries must be completed with 95% accuracy. The Contractor shall complete all courier runs within the requested time frames unless the Contractor provides reasonable and sufficient proof that circumstances beyond his control prevented the successful pick-up/delivery. In such cases, the Contractor must promptly inform the requestor **and** the COTR/Administrative Officer of the problem/delay. If requested by the COTR/Administrative Officer, the Contractor will submit a written explanation for the delay.

C.4.9.6.8 Contractor performance shall be ascertained by the COTRs and their designees through periodic monitoring of deliveries, and by investigating complaints from Division employees. If a complaint is received, the COTR may require a written explanation of the reported incident.

C.5 FAX SERVICES (TASK 2)

C.5.1 Overview

C.5.1.1 Under this contract,, the Government will require the Contractor to operate Fax Centers for both TAX and ENRD. The Government reserves the right to expand this service to any other DOJ component or Federal agency over the life of the contract. The Contractor will receive 30 day advance written notice prior to any expansion of services.

C.5.1.1.1 Tax Division Fax Center locations are as follows:

- JCB Service Center - The Judiciary Center Building, located at 555 4th Street, NW, Room 6635.
- PHB Service Center - The Patrick Henry Building Service Center, located at 601 D Street, NW, Room 7132.

C.5.1.1.2 ENRD Fax Center locations are as follows:

- PHB Fax Center - The Patrick Henry Building, located at 601 D Street, NW, Room 2121.
- 1425NY Fax Center - The Fax Center for the Environmental Enforcement Section, located at 1425NY Avenue, NW, Room 13073.

- Denver Fax Center - The Denver Field Office, located at 999 18th Street, Suite 945.

C.5.1.2 ENRD's Fax Centers also serve as the Intra-building Mail Centers. The Government expects one set of staff to perform both functions within this facility.

C.5.1.3 Each site will be capable of receiving facsimiles of any size and transmitting to multiple locations outgoing faxes of any size.

C.5.1.4 All equipment for the Fax Centers will be provided by the Government.

C.5.1.4.1 The TAX Fax Center at JCB has 2 dual-line fax machines and the PHB center has 1 dual-line fax machine.

C.5.1.4.2 The primary ENRD Fax Center at PHB has 7 fax machines. The Fax Center at 1425NY has 2 fax machines and the Denver Field Office has 3 fax machines.

C.5.1.5 Fax transmissions are generally comprised of correspondence, pleadings, financial documents and standard government forms. Each fax will have a fax cover sheet provided by the sender. A single fax transmission can be as long as 100 pages and be sent to more than 10 separate parties.

C.5.1.5.1 On average, Tax Division's JCB Fax Center sends or receives 200 faxes per month and the PHB Fax Center sends or receives 4 faxes per month.

C.5.1.5.2 The ENRD Fax Center at PHB generally receives 750 - 800 faxes per month and transmits 400 - 600 faxes per month.

C.5.1.5.3 The ENRD Fax Center at 1425NY generally receives 125 - 150 faxes per month and transmits approximately 250 - 300 per month.

C.5.1.5.4 ENRD's Denver Field Office Fax Center receives approximately 1,200 per month and sends out about 900 per month

C.5.1.6 Generally incoming faxes and completed fax transmission confirmation sheets will be delivered to recipients during the hourly intra-building mail runs. However, some organizations may choose to have fax transmissions delivered upon receipt. The Contractor will be notified of building-specific delivery requirements at the beginning of the contract.

C.5.1.6.1 As indicated in Section C.4.6.5.6, the Contractor shall deliver faxes directly to the designated recipient and obtain a signature on the Intra-Building Delivery Log as proof of delivery.

C.5.1.6.2 If the designated recipient is not available, the fax shall be signed for and given to one of the support staff in that office. The person who signs for the fax is then responsible for

ensuring it is delivered to the intended recipient.

C.5.1.7 The Contractor shall provide statistics on the number of incoming and outgoing faxes processed as part of the monthly report submitted to the COTR (see Section F).

C.5.2 Receipt and Distribution of Incoming Faxes

C.5.2.1 The Contractor shall record all incoming faxes on the Incoming Fax Tracking Log indicating the date and time the fax arrived, the number of pages, the addressee, and the addressee's litigating Section.

C.5.2.2 When logging faxes in, the Contractor shall review each fax to ensure it is complete and of good quality.

C.5.2.2.1 The Contractor shall take special note of the number of pages indicated on the fax cover sheet and ensure that all of the designated pages are accounted for; special care shall be taken to ensure that two small faxes have not been inadvertently combined.

C.5.2.2.2 The Contractor shall also note if there is more than 1 addressee and ensure that all those listed receive a copy of the fax. The Contractor may need to make additional copies of incoming faxes for distribution.

C.5.2.2.3 If the incoming fax transmission was incomplete and pages are missing, the Contractor shall contact the sender using the phone number on the front of the Fax Cover Sheet and ask that the fax be resent.

C.5.2.3 Fax transmissions are often time sensitive and/or critically important. To ensure timely receipt, the Contractor shall adhere to the following delivery standards:

C.5.2.3.1 **TAX** - Within 15 minutes of a fax arriving in an the Fax Center, the Contractor shall send an E-mail or call the addressee to notify them of the facsimile's arrival. The addressee shall be given the option of having the fax immediately delivered to their office or having it held at the Fax Center for later pickup.

C.5.2.3.2 **ENRD** - Within 15 minutes of a fax arriving in an ENRD Fax Center, the Contractor shall send an E-mail to the addressee advising them of the facsimile's arrival. This notification provides the addressee with the opportunity of immediately picking up the fax from the Fax Center, or choosing to have it delivered in the next hourly run. Incoming faxes received in the Mail/Fax Center within 15 minutes of an hourly intra-building mail run do **NOT** need to be announced via E-mail as long as they are delivered on the upcoming mail run.

C.5.2.4 The Contractor will be provided with computer equipment, access to DOJ's E-mail network, and a generic E-mail announcement to use for announcing incoming faxes.

C.5.3 Receipt and Distribution of Court Faxes (ENRD only)

C.5.3.1 Many of the courts with whom ENRD deals have a program which allows attorneys to receive court documents via fax instead of by U.S. mail. Obtaining court documents by fax allows our attorneys to receive these important documents much more quickly but it also puts a greater responsibility on the Mail/Fax Center staff to ensure these critical documents are accurately delivered in a timely manner. Because of the importance and time sensitive nature of court faxes, they require special handling.

C.5.3.2 To help the contractor staff quickly identify court faxes from all other incoming faxes, one machine in each facility has been set aside just for the receipt of court documents. Any fax received on this machine, should be given special handling.

C.5.3.3 When a fax is received on the court fax machine, the Contractor shall immediately make two copies of the fax.

C.5.3.3.1 One copy will be delivered in the next hourly intra-building mail run to the appropriate Section's Case Management Specialist. This ensures that someone within the Section is aware of any court decisions or scheduled hearings even if the designated attorney is out of the office.

C.5.3.3.2 The second copy is kept on-file in the Mail/Fax Center for 30 days. This copy serves as a back-up in case the other copies should become lost or damaged. After 30 days, the copy can be disposed of by the Contractor.

C.5.3.4 The Contractor shall deliver both the original fax and the copy to the designated recipients in the next hourly intra-building mail run. Both faxes must be signed for when delivered. If the designated recipients are not available, the Contractor shall have support staff within that Section sign for the faxes.

C.5.4 Fax transmissions sent from the Office of Legislative Affairs (ENRD -Wash. DC only)

C.5.4.1 Faxes sent from OLA in the MAIN Building to PLSL in PHB are extremely time critical and require special, expedited handling. OLA faxes often deal with important legislation that PLSL has only an hour or two to review and comment on.

C.5.4.2 The Contractor shall deliver OLA faxes directly to designated support staff in PLSL **as soon as the faxes are received.** OLA faxes should NOT be held for the next hourly mail run.

C.5.4.3 Delays in delivering OLA faxes to PLSL could result in ENRD losing an opportunity to comment and could cause the Government substantial harm.

C.5.5 Transmission of Outgoing Faxes

C.5.5.1 The Contractor shall promptly transmit all faxes received in the Fax Centers.

C.5.5.2 The Contractor is responsible for transmitting the fax to the destination(s) identified by the requestor within 15 minutes of receipt.

C.5.5.3 If a fax fails to go through properly, the Contractor shall resend the fax within 10 minutes of receiving the fax machine generated error report. The requestor must be notified if the fax is delayed 20 minutes or more beyond these time frames or if, after repeated attempts, a fax fails to go through.

C.5.5.4 After a fax has been successfully transmitted, the Contractor shall return the original document along with the fax confirmation sheet to the requestor in the next regularly scheduled mail run.

C.5.5.5 All outgoing faxes shall be recorded on a separate log for outgoing fax transmissions. The Outgoing Fax Tracking Log shall identify the name of the sender/requestor, the litigating Section, number of pages sent, and the date and time the fax was successfully transmitted.

C.5.6 Maintenance of Fax Equipment

C.5.6.1 Reserved subsection.

C.5.6.2 The Contractor shall ensure paper and toner are in sufficient supply for continuous operation of the Center's fax machines. Paper and toner will be supplied by the Tax Division and will be acquired by the COTR upon notification by the Contractor. The Contractor is responsible for monitoring consumption and maintaining adequate stocks of toner supplies. The Contractor shall prepare procurement requests for supplies as necessary and submit these to the COTR.

C.5.7 The Contractor will immediately notify the COTR anytime the specified fax procedures are not followed or the performance criteria not met.

C.5.8 Sending, receiving and distributing faxes is a **critical task** and must be completed by the Contractor with 99% accuracy. Contractor performance shall be ascertained by the COTRs and their designees through periodic monitoring of the daily log, audits of E-mail announcements sent against faxes received, and by investigating complaints from Division employees. If a complaint is received, the COTR may require submittal of the daily log for review and/or a written explanation of the reported incident.

C.6.0 COPY SERVICES (TASK 3)

C.6.1 Overview

C.6.1.1 Under this contract,, the Contractor shall be responsible for providing the copy services specified below to both TAX and ENRD at the locations indicated. The Government reserves the right to expand these services to any other DOJ component or Federal agency over the life of the contract. The Contractor will receive 30 day advance written notice prior to any expansion of services.

C.6.1.2 The Contractor shall perform three services under this task:

- **Manage high volume Copy Centers** capable of a full range of reliable and timely document reproduction, finishing, and assembling services.
- **Select and install copier equipment** which meets the Government's specifications and is in compliance with Section 508 of the Rehabilitation Act of 1973 - 1998 Amendments (See Section J, Attachment 11).
- **Provide equipment maintenance** on both Government-owned and Contractor supplied machines.

C.6.1.3 For TAX, the Contractor shall provide the following specific services:

- The Contractor shall provide staff and management that will effectively operate 2 LSSCs, providing copying, bates numbering, binding and other document finishing services;
- The Contractor shall provide each LSSC with a new color copier;
- The Contractor shall be responsible for providing full maintenance for all LSSC equipment whether it is Government owned or Contractor supplied.
- The Contractor shall monitor paper inventory, copier supplies, and usage of the Division's convenience copiers.

C.6.1.4 For ENRD, the Contractor shall provide the following specific services:

- Staff and manage 3 high volume Copy Centers which will provide copying, bates numbering, binding, scanning prep and other document finishing services.
- Provide a full range of copier equipment for each Copy Center.
- Provide convenience copiers for the entire Division (including field offices).
- Provide all maintenance and supplies (except paper) for all copiers within the Division.

C.6.2 Managing High Volume Copy Centers

C.6.2.1 *Anticipated Copy Center Volume*

C.6.2.1.1 Copy requests received within the contractor-operated Copy Centers will vary widely in size and scope. A copy request could be as simple as making a single copy of a 10 page document or as complex as making 15 copies of over 200 boxes.

C.6.2.1.2 A chart showing the equipment currently being used in each Government Copy Center

and the volume of copies generated by each copier during the last full calendar year (2001) is included in Section J, Attachment 12.

C.6.2.1.3 TAX Copy Centers

C.6.2.1.3.1 JCB Copy Center - The JCB Copy Center is the largest facility within TAX with 5 copiers to serve 300 Division employees. On average, the Copy Center generates approximately 240,000 copier per month. Volume fluctuates from month to month and can reach, on occasion, as much as a 600,000 copiers per month.

C.6.2.1.3.2 PHB Copy Center - The PHB Copy Center is a satellite facility supporting 148 Division employees. The center has 4 copiers and averages approximately 160,000 copies per month.

C.6.2.1.4 ENRD Copy Centers

C.6.2.1.4.1 PHB Copy Center - The PHB Copy Center, which is the largest copy facility within ENRD, has seven copiers and serves the entire Division. During the past five years, the Copy Center produced on average 850,000 copies per month. Volume fluctuates month to month depending on the activity within the Division.

C.6.2.1.4.2 1425NY Copy Center - The 1425NY Copy Center has 4 copiers and serves only the Environmental Enforcement Section staff housed in this building. The Copy Center is not large enough to handle all of the 1425NY copy requests and approximately 5 - 10% of this work is forwarded to the PHB Copy Center for processing. While volume fluctuates month to month, on average the 1425NY Copy Center produces 475,000 copies per month.

C.6.2.1.4.3 Denver Field Office Copy Center - The Denver copy center has 3 copiers and serves 50 Division employees from various Sections. The Copy Center produces on average approximately 85,000 copies per month.

C.6.2.2 Types of Copy Jobs

C.6.2.2.1 The contractor-managed Copy Centers shall be asked to copy a wide range of materials which will vary in quantity, size and dimension. Typical copy requests would include the following types of documents:

Pleadings - Consists of all documents filed with trial and appellate courts including briefs, orders, memorandum, opinions, substantive motions, and final disposition.

Correspondence - Includes all incoming and outgoing letters and memoranda.

Depositions/Transcripts - Includes notices of deposition, subpoenas, deposition transcripts, deposition summaries, and transcripts from all hearings, oral arguments and trial.

Discovery - Includes interrogatories, requests for production, requests for admissions, responses, answers and objections to the requests and the documents produced during discovery.

Administrative Record - Includes all documents related to administrative claims and the claims themselves.

Expenses/Cost Recovery - Includes documents related to the expenses involved in litigation such as contracts for services, expert witness agreements, invoices, orders, bills, deposition and transcript costs.

Freedom of Information Act (FOIA) - Includes the FOIA request, correspondence concerning the FOIA, documents reviewed and produced in response to the FOIA.

Financial Records - Includes checks, financial statements, and tax returns.

Legislation - Includes documents generated by both the House and Senate that require DOJ review and response.

Congressional Correspondence - Includes all incoming and outgoing letters pertaining to pending legislation, notice of hearings, invitations to testify and follow-up testimony, and inquiries on behalf of Member constituents.

Citizen Mail - Includes all incoming letters received from citizens and outgoing responses and any necessary attachments or enclosures.

Citizen Suit Files - Includes Notices of Intent to Sue, Complaints, Consent Decrees and incoming and outgoing correspondence and memoranda.

Amicus Files - Consists of pleadings, correspondence, and other documents related to the case.

Controlled Correspondence - Includes all incoming letters from State and local officials, private associations, public interest groups and private citizens and outgoing responses and any necessary attachments or enclosures.

Speeches - Includes speeches, talking points, statements, testimony, and publications prepared for various members of the Department.

Briefing Books - Includes documents usually prepared in three ring binders for the purpose of briefing upper level management from the DAAGs to the AG.

Training Manuals - Includes charts, diagrams, tables, pictures and text materials used in a

wide variety of training classes for the Division.

Other - Includes oversize maps, architectural drawings, government forms, and photographs.

C.6.2.2.2 Litigation Copying - Eighty percent of the copy requests received in the Copy Centers will be classified as “litigation copying”. Litigation copying is defined as the processing of a large volume of complex materials in response to, or in preparation for, litigation. Litigation copying is always time sensitive and requires extensive preparation of the materials prior to copying, as well as complete reassembly of the originals at the completion of copying.

C.6.2.2.2.1 The Contractor will be required to unstaple, copy, and restaple large volumes of original documents of various sizes; handle a mixture of single-sided and double-sided documents within a single collection; remove, copy and reattach “post-its”; insert separator sheets; and process oversize maps and floor plans.

C.6.2.2.2.2 Litigation copying often requires “glass work”. Glass work is defined as the manual processing of documents by placing the individual pages on the platen (i.e. glass) to be copied rather than running them through the copier’s document feeder with the rest of the collection. Glass work is time consuming and labor intensive. Tax Division copy requests in particular will require a significant amount of glass work because of their need to copy checks and other small-size financial documents that can’t be processed through the document feeder. In ENRD, glass work will be required when documents are bound, old and too fragile, or are of such a size that they must be reduced section by section, taped back together and a new, smaller original created.

C.6.2.2.2.3 Litigation copying may require the copies to be bound in a manner prescribed by the court. For example, legal briefs submitted to the court must generally be tape bound using specific colors for both the cover and the binding. Each court requires a different color. Other legal documents must be spiral bound on the side or top of the documents or placed in 3-ring binders. The Contractor must adhere to the rules for each court and diligently maintain adequate supplies of all binding materials to meet the Government’s needs.

C.6.2.2.3 Legal Briefs - While briefs fall under the category of litigation copying described above, the volume and time-sensitive nature of this type of copying requires additional emphasis. Briefs, which are written statements prepared by counsel to argue a case in court, are prepared by all Sections but copied most frequently for ENRD’s Appellate Section in the PHB Copy Center.

C.6.2.2.3.1 On average, the ENRD Copy Centers will receive 20-25 briefs per week. Briefs are usually about 200 - 300 pages long but often have extensive attachments totaling 100-200 pages. Generally the Copy Center must make between 6 - 30 copies of each brief.

C.6.2.2.3.2 Briefs are generally received in the Copy Centers after 2:00 pm and must be **copied and filed with the court the same day**. Failure to complete the work in time for the brief to be filed with the court could cause ENRD substantial harm and endanger the Division’s ability to litigate a particular case. As a result, the copying of legal briefs takes precedent over all other

work submitted to the Copy Centers.

C.6.2.2.3.3 The Government shall attempt to advise the Contractor in advance whenever a brief of substantial size must be copied or whenever there is an unusually tight time frame for completing the work. In these cases, the COTR may allow the Contractor to bring in additional resources or work additional hours to complete the task. Should the Contractor receive a request to copy a brief that exceeds the capacity of the Copy Center, the Contractor shall notify the COTR immediately.

C.6.2.2.4 **Bates Stamping/Paginating** - Legal documents produced to opposing counsel during litigation must be numbered in a specific manner. The numbering is done as a means of accounting for each page produced and usually involves placing a unique 12-character alpha/numeric identifier on each page of the collection. This process is generally referred to as "bates stamping" or paginating. The Contractor shall be responsible for bates stamping documents for the Government in the Copy Centers.

C.6.2.2.4.1 In TAX, there are two methods of generating bates labels. The Contractor may be asked to produce bates numbering labels using a personal-computer based program and label stock. Labels are printed on an Intermec 4100 Thermal Printer and then provided to Division staff to place onto the original documents. The Copy Centers also have 3 Xerox 5800 copiers (2 at JCB; 1 at PHB) capable of printing bates-style numbers directly onto document copies. Contract personnel currently respond to as many as 40 to 60 requests per month and produce approximately 40,000.

C.6.2.2.4.2 In ENRD, the Contractor will also use copiers to print bates numbers onto copies of the documents to be produced. The Division is currently using Xerox 5900 copiers for this purpose (1 in PHB and 1 in the Denver Field Office). On average, ENRD Copy Centers bates stamp 100,000 pages per month.

C.6.2.2.4.3 The Contractor will receive training on the TAX equipment, as necessary, at the beginning of the contract. In ENRD, the Contractor will be required to provide new equipment with similar capabilities and will be responsible for training the staff themselves (see Section C.6.3).

C.6.2.2.5 **Little Division Phone Books** - Several times each year, ENRD produces a pocket-size phone directory of all personnel and distributes it throughout the Division and to some client agencies. The original is prepared by the Executive Office and provided to the Contractor for copying, sizing, and binding. The phone book is generally 100 pages in length, double-sided, and saddle-stitched. Generally 3,000 copies are made of each new edition and they must be completed within a specific time frame.

C.6.2.3 Other Copy Center Responsibilities

C.6.2.3.1 In addition to photocopying, the Copy Centers will be responsible for a number of

related tasks many of which are labor intensive. These copy-related services are:

- Binding
- Hole punching
- Tab preparation and insertion
- Document scanning prep

C.6.2.3.2 Binding: Approximately 85% of all work brought to the copy centers must be bound in some fashion. Legal briefs must be tape bound using the proper court color configuration, training manuals and other presentation materials are generally spiral bound, and litigation materials such as trial exhibits must be hole punched and placed in 3-ring binders.

C.6.2.3.2.1 The Government shall provide Copy Centers required to do spiral or velo (pin) binding with the necessary equipment. Contractor staff will be trained on use of the equipment at the beginning of the contract.

C.6.2.3.2.2 The Contractor is responsible for monitoring supply levels and ensuring that adequate binding materials are always on hand in the Copy Centers. Supply orders shall be prepared by the Contractor and submitted to the COTRs for purchase by the Government. The Contractor shall provide supply requests to the COTRs with enough lead time to ensure that orders can be placed, and the supplies received, before the existing inventory runs out.

C.6.2.3.2.3 The Contractor shall select and provide copiers for the ENRD Copy Centers capable of automatically tape binding documents of up to 125 pages (see copier installation requirements in Section C.6.3.6).

C.6.2.3.3 Hole punching - Copy centers may be asked to drill holes in materials just copied or in existing documents. For example, the File Rooms may request that the Copy Center drill holes in large quantities of official files so that they may be inserted into special file folders. Or, after a copy job has been completed, a requestor may decide the materials need to be put in binders so it is returned to the Copy Center to have holes drilled in the collection.

C.6.2.3.3.1 If hole punching is to be required, the Government will provide the Contractor with high capacity hole-punching equipment capable of drilling holes in 500 sheets of paper at one time.

C.6.2.3.3.2 Copy Centers shall provide hole punching service regardless of whether the material was copied in the Copy Center. The Government anticipates 10 - 15% of the work brought to the Copy Centers will require hole punching.

C.6.2.3.4 Tab preparation and insertion: Over 90% of the jobs brought to the Copy Centers will require the insertion of tabs. Customers may request insertion of commercially produced tab sets or customized tabs prepared by the actual requestor. At the time a copy job is presented to the Copy Center, the requestor will indicate on the Copy Request Form whether tabs are to be

inserted and the type of tabs needed. Prior to the requestor leaving the service window, the Contractor shall ensure that instructions are complete and that the requestor has clearly marked within the master document where the tabs are to be inserted.

C.6.2.3.4.1 If the requestor requires commercially prepared tab sets, the Copy Center shall pull the required tab range from the stock of tabs kept on hand and then program the copier to insert the tabs in the designated locations.

C.6.2.3.4.2 If the requestor wishes to have custom tabs inserted, the Contractor shall review the customized tab template provided by the requestor to ensure that the text provided is centered appropriately and will actually fit on the blank tabs used in the copiers. The Contractor shall also ensure that the tab templates are positioned correctly within the master document.

C.6.2.3.4.3 The Contractor is responsible for ensuring that adequate supplies of commercially prepared and blank tabs are always on hand in the Copy Centers. Supply orders shall be prepared by the Contractor and submitted to the COTRs for purchase by the Government. The Contractor shall provide supply requests to the COTRs with enough lead time to ensure that orders can be placed, and the supplies received, before the existing inventory runs out.

C.6.2.3.4.4 The Contractor shall select and provide equipment for the ENRD Copy Center capable of automatically inserting both commercial and customized tabs (see Section C.6.3.6).

C.6.2.3.5 Document Scanning Prep - The Copy Center may be called upon to create a “make ready” set of documents for scanning purposes or to insert bar coded scanning slip sheets between documents to be scanned.

C.6.2.3.5.1 In some cases, documents to be scanned may be oversize or in a condition that prevents them from easily going through a document feeder. In these cases, the Copy Center will be requested to photocopy the entire collection to create a clean set for scanning; this clean set is referred to as a “make ready”. This work is often labor intensive. The volume to be processed may include 10 boxes or more of stop/staple litigation copying.

C.6.2.3.5.2 Even if documents can be processed through a document feeder, they must first be unstapled and prepared for processing. The Copy Center may be requested to assist in this process by unstapling the documents and inserting special bar coded slip sheets before each document. No copying will be required and the bar coded slip sheets will be provided to the Copy Center along with the boxes to be prepped. The Copy Center could be asked to prep up to 15,000 pages a day.

C.6.2.3.6 The Contractor shall propose sufficient Copy Center staffing to handle these activities in addition to standard photocopying.

C.6.2.4 Copy Center Operations (All Centers)

C.6.2.4.1 All work requests received in the Copy Centers will be accompanied by a Copy Request Form which identifies the requestor, the case, how the work is to be done, when it is due, and how it should be delivered. The requestor is responsible for filling out the Copy Request Form. If work is submitted to the Copy Centers without a Request Form, the Contractor shall contact the COTRs or their designee.

C.6.2.4.2 **Receiving Copy Requests** - The Contractor will accept requests for copy services via the following mechanisms:

- **Inter-Office Mail** - Requestors may send requests for copy services via inter-office mail or by special messenger. The Copy Center staff will log requests in upon receipt in either an automated tracking system supplied by the Government or on paper logs created by the Contractor.
- **Walk-up Service Windows** - All of the Copy Centers have walk-up service windows where requestors can drop-off (or pick-up) requests for copy services. An “In” box will be provided at each service window along with blank request forms. The requestor will complete the request form, attach it to the items to be requested, and deposit the request in the “in” box. If the requestor has a question or needs immediate assistance, they will ring a bell at the service window to get the Contractor’s attention. The Contractor shall respond to all questions or requests for assistance in a polite and timely manner.
- **Electronic Mail** - The Government will provide each Copy Center with a personal computer connected to the Local Area Network, enabling Government employees the ability to communicate requests for services to the Contractor via E-mail. E-mail requests will include a completed Copy Services Request Form and an electronic version of the documents to be reproduced.
- **Electronic Document Transfer** - At some point in the future, the Government anticipates being able to route electronic documents directly to copy machines capable of accepting such input. Since this is technology the Government may wish to utilize, the Contractor should consider this capability when selecting the equipment for the Copy Centers (see Section C.6.3).

C.6.2.4.3 **Processing Copy Requests**

C.6.2.4.3.1 The Contractor shall track all copy requests by date received, name/section of the requestor, case number (if applicable), volume of materials copied, meter readings, name of the technician, date completed and how it was returned to the requestor. The Contractor may be asked to compile this information in an automated log supplied by the Government or on paper logs created by the Contractor. The tracking log, regardless of format, is referred to as the Copy Services Tracking Log.

C.6.2.4.3.2 When a work request is received, the Contractor shall immediately review the material to be copied and the Request Form to identify any potential problems or questions prior to beginning work. If the Contractor identifies any problems, the Copy Center Manager shall contact the requestor for clarification. If the Contractor is unable to locate the requestor, the Contractor shall notify the COTR who will resolve the questions with the requestor's supervisor.

C.6.2.4.3.3 As indicated in Section C.3.2.5, the Contractor shall organize the workflow within each facility so that it is clear to all staff which items are waiting to be processed, which are in progress, which are ready for Quality Control, which are completed and which are ready for delivery. Work lost or delayed because of poor organization or sloppy handling could result in the Contractor being assessed liquidated damages (see Section F).

C.6.2.4.3.4 The Contractor shall process incoming service requests in the order that they are received in the Copy Center, in relation to each request's required completion date, and based on the guidelines below:

- **Court Deadlines** - highest priority; work related to a court deadline takes precedence over all other requests.
- **Case-related copying** - work related to litigation but not for a specific court deadline should be processed as soon as court-ordered materials have been completed.
- **FOIA** - copy requests related to Freedom of Information Act Requests should be copied as expeditiously as possible but only after copying of litigation-related items have been completed.
- **Reference material/convenience copies** - lowest priority.

C.6.2.4.3.4 On occasion, the Contractor may receive more work within a Copy Center than can be processed within the required time parameters. When this occurs, the Contractor shall accept the incoming work requests without comment, and then immediately notify the COTR.

C.6.2.4.3.4.1 At the COTR's direction, the Contractor may be instructed to contact each requestor to attempt to renegotiate requested deadlines. If after speaking to requestors and obtaining the necessary information the conflicts cannot be resolved, the COTR may transfer some requests to another copy center, authorize the use of additional staff/overtime, enlist the assistance of an outside copy firm or inform the requestor that their deadline cannot be met.

C.6.2.4.3.4.2 Overtime and/or additional staffing will never be authorized in order to complete work related to FOIAs or reference copying. This type of copying will be handled during the normal work day as other priorities allow.

C.6.2.4.3.4.3 **Under no circumstances is the Contractor allowed to turn away service requests or refer Government staff to outside copy vendors without approval of the COTR.**

C.6.2.4.3.4.4 If the Contractor turns away work, or causes the requestor to take the work to an outside copy vendor without COTR approval, the Contractor may be required to pay the cost of the outside copy vendor (see Section F).

C.6.2.4.3.5 Certain types of service requests (e.g., legal briefs) will require expedited handling in order to meet litigation deadlines.

C.6.2.4.3.5.1 The requestor is required to provide justification for expedited service on the Copy Request Form at the time it is submitted to the Copy Center. Generally this is done by checking the “Court Deadline” box at the top of the request form.

C.6.2.4.3.5.2 If the Contractor receives an expedited request without a justification statement or has reason to doubt that an item really has a court deadline, the Contractor shall contact the COTR. The COTR will contact the requestor and clarify the deadline.

C.6.2.4.4 Quality Control (QC)

C.6.2.4.4.1 The Contractor shall assign staff within each facility to review completed work to ensure it has been done accurately and to the requestor’s specifications. This process is referred to as “QC”.

C.6.2.4.4.2 Copy jobs shall not be considered accurate if any of the following problems are found during the review:

- skewed pages (i.e., pages copied on an angle);
 - truncated text (portions of the original are cut off on the copy);
 - incorrect pages copied;
 - pages copied out of order;
 - pages missing; and
 - only one side of double-sided documents copied.

Should any of these errors occur, the documents shall be recopied immediately by the Contractor. After reviewing each copy job, the reviewer shall sign the Copy Request Form as verification that the completed copy job has been QC’d and that the work has been done correctly.

C.6.2.4.4.3 If a Copy Center receives a request whose completion deadline is so short that it does not allow adequate time for QC of the finished product, the Contractor shall advise the requestor of this problem at the time the job is received. The requestor may then choose to extend the deadline to allow for QC or accept the completed work as is. The Contractor shall notify the COTR whenever a Copy Center is not provided adequate time to perform QC.

C.6.2.4.5 Completion of Copy Requests

C.6.2.4.5.1 Requestors may ask that completed copy jobs be returned to them via the inter-office mail or by special messenger. They may also request that the Copy Center call them when the job is ready for pick-up.

C.6.2.4.5.2 After a job has been copied and QC'd, the Contractor shall place the signed, original Copy Request Form and a "WORK COMPLETED" cover sheet on top of the job and transfer the work to the designated holding area. If the requestor has asked to be called when the copy job is ready for pick-up, the Contractor shall make the call. If the requestor asked for the copy job to be returned via special messenger, the Contractor shall call for a messenger. If the requestor asked for the copy job to be returned to him via the inter-office mail, the Contractor shall ensure it is provided to the mail/messenger so that it can be delivered during the next regularly scheduled mail run.

C.6.2.4.5.3 At the completion of the copy job, the Contractor shall update the Copy Services Tracking Log to indicate that the copy request has been completed.

C.6.2.4.6 Completed Copy Service Request Forms are to be retained within the Copy Centers for six months.

C.6.2.4.7 Copying is a **critical task** and must be completed with 99% accuracy. By the end of the second week of the contract, the Contractor shall perform each copy job with 99% accuracy.

C.6.2.4.7.1 If the Contractor has adequate time to perform QC but fails to do so and the work is found defective, the Contractor shall be responsible for recopying the job at no cost to the Government (i.e. labor, supplies, or copies shall not be billed to the Government). The Contractor shall E-mail the meter readings for the reprocessed copy job to the COTR when the work is complete.

C.6.2.4.7.2 If work that has been QC'd consistently fails to meet the stated accuracy levels, the Contractor may be subject to liquidated damages as specified in Section F of the Contract.

C.6.2.4.7.3 Contractor performance will be monitored and assessed by the COTR based on the monthly reporting requirements defined in Section F, review of the data in the Copy Services Tracking Log and any service complaints received from Government personnel. Accuracy of copying may also be verified through random sampling of completed copy jobs or jobs in progress. The COTR shall inform the Contractor of any problems as they arise.

C.6.3 **Installation of Equipment**

C.6.3.1 During the course of the contract, the Contractor shall install copier equipment at any location specified by the Government.

C.6.3.2 The equipment must meet the specifications provided by the Government at the time of the request and be in compliance with Section 508 of the Rehabilitation Act of 1973 - 1998 Amendments. Additionally, the Contractor shall consider the following parameters when proposing copiers under this contract:

- Volume/type of work being performed at each site
- Available technology
- Equipment mix that will provide the Government with the best value
- Equipment redundancy (more than one copier with key functionality)

C.6.3.3 Under this contract,, the Contractor will be required to provide and install copiers at specific locations within TAX and ENRD. The equipment must meet or exceed the specifications listed in the following Sections: C.6.3.4.1 (Tax Copy Centers.) C.6.3.5.1 (ENRD PHB Copy Center), C.6.3.5.2 (ENRD NY Ave. Copy Center), C.6.3.5.3 (ENRD Denver Copy Center) and C.6.3.6.4.1 (ENRD Convenience Copiers).

C.6.3.4 The Contractor shall provide consumable supplies for the specified convenience and Copy Center copiers (e.g. toner, paper).

C.6.3.4.1 In TAX, the Contractor shall be responsible for the following supplies:

- Equipment Consumables - The Contractor shall provide all consumables (e.g., toner), for the 9 copiers located in the Tax Division's 2 Copy Centers regardless of whether the copiers are owned by the Government or provided by the Contractor. The Contractor shall include the cost of these consumables in the overall contract cost as indicated in Section B of the solicitation/contract/contract.
- Paper - While the Government will be responsible for purchasing the paper used in the Copy Centers, the Contractor shall be responsible for monitoring the inventory within each Copy Center and submitting timely supply requests for additional paper to the COTR.

C.6.3.4.2 In ENRD, the Contractor shall be responsible for the following supplies:

- Equipment Consumables - The Contractor shall provide equipment consumables for all Copy Center and convenience copiers within the Division regardless of whether the copiers are owned by the Government or provided by the Contractor (i.e. 33 convenience copiers and 16 Copy Center Copiers). The Contractor shall include the cost of these consumables in the overall contract cost as indicated in Section B of the solicitation/contract.
- Paper - While the Government will be responsible for purchasing the paper used throughout the Division, the Contractor shall be responsible for monitoring the paper inventory and submitting timely supply requests for additional paper to the COTR.

C.6.3.4.3 Paper will be purchased by the Government based upon orders received from the Contractor staff. Paper orders are to be placed with the COTR. The Contractor shall submit paper orders with enough lead time to allow the Government to obtain the supplies in a cost efficient manner and ensure that paper is delivered before it is needed.

C.6.3.4.4 If adequate paper supplies are not maintained and the Government is forced to make expensive, emergency purchases in order to have paper on-hand for ongoing work, the Contractor may be assessed liquidated damages (see Section F.6.7.4).

C.6.3.5 Equipment for TAX Copy Centers

C.6.3.5.1 The Contractor shall provide and install a color copier in each of the Tax Division's two Copy Centers.

C.6.3.5.2 The color copiers must meet the following **minimum** specifications:

- print at least 24 pages per minute
- provide 400 x 400 dpi (8-bit depth) resolution
- handle documents as large as 11 x 17"
- have automatic reduction/enlargement
- handle double and single-sided documents

C.6.3.6 Equipment for ENRD Copy Centers

C.6.3.6.1 ENRD's Copy Centers require a combination of high speed equipment capable of handling multiple functions and specialized machines such as color and map copiers.

C.6.3.6.2 Since the Copy Centers vary in size and shape (see pictures provided in Section J, Attachment 5), the Contractor shall propose the most efficient equipment mix possible to handle the work described in Section C.6.3.2 within the available space.

C.6.3.6.3 The Contractor shall ensure that the equipment proposed includes some redundancy so that the Division's most critical work is not dependant on a single piece of equipment (e.g., more than one copier capable of tape binding legal briefs).

C.6.3.6.4 The Contractor shall provide and install the following equipment for the PHB Copy Center:

- Up to 5 high speed copiers (quantity of copiers depends on size and configuration of equipment proposed)
- 1 engineering/map copier
- 1 color copier

C.6.3.6.4.1 The high speed copiers will be used primarily for litigation copying and must be capable of meeting the minimum specifications listed below. While not all copiers must include all features, the equipment proposed shall be structured in such a way as to provide the functionality needed to complete the Division's work:

- print at least 100 pages per minute (8 ½" x 11" single-sided copies)
- tape bind a minimum of 125 pages
- print and insert tabs or separator sheets
- handle and insert cover stock
- ability to insert alpha/numeric character strings of at least 12 characters as bates numbers
- handle both single and double-sided documents
- handle documents as large as 11 x 17"
- have automatic reduction/enlargement

C.6.3.6.4.2 The engineering/map copier should meet the following **minimum** specifications:

- print at least 3 pages per minute when documents are 36" x 48" or larger; 6 - 8 pages per minute for smaller documents
- black and white copies
- handle documents 36" x 60" or larger
- ability to generate multiple copies
- automatic reduction/enlargement

C.6.3.6.4.3 The color copier must meet the following **minimum** specifications:

- print at least 24 pages per minute
- provide 400 x 400 dpi (8-bit depth) resolution
- handle documents as large as 11" x 17"
- have automatic reduction/enlargement
- handle double and single-sided documents

C.6.3.6.5 Under this contract,, the Contractor shall provide and install the following equipment for the 1425NY Copy Center:

- Up to 3 high speed copiers (quantity depends on size and configuration of equipment proposed)
- 1 engineering/map copier
- 1 color copier

C.6.3.6.5.1 The high speed copiers will be used primarily for litigation copying and have the following **minimum** specifications:

- print at least 100 pages per minute (8 ½" x 11" single-sided copies)
- tape bind a minimum of 125 pages
- print and insert tabs or separator sheets
- handle and insert cover stock
- ability to insert alpha/numeric character strings of at least 12 characters as bates

- numbers
- handle both single and double-sided documents
- handle documents as large as 11 x 17"
- have automatic reduction/enlargement

C.6.3.6.5.2 The engineering/map copier should meet the following **minimum** specifications:

- print at least 3 pages per minute when documents are 36" x 48" or larger; 6 - 8 pages per minute for smaller documents
- black and white copies
- handle documents 36" x 60" or larger
- ability to generate multiple copies
- automatic reduction/enlargement

C.6.3.6.5.3 The color copier must meet the following **minimum** specifications:

- print at least 24 pages per minute
- provide 400 x 400 dpi (8-bit depth) resolution
- handle documents as large as 11" x 17"
- have automatic reduction/enlargement
- handle double and single-sided documents

C.6.3.6.6 The Contractor shall provide and install the following equipment for the Denver Field Office Copy Center.

- 1 high speed copier
- 1 engineering/map copier
- 1 color copier

C.6.3.6.6.1 The high speed copier will be used primarily for litigation copying and must have the following **minimum** specifications:

- print at least 100 pages per minute (8 ½" x 11" single-sided copies)
- tape bind a minimum of 125 pages
- print and insert tabs or separator sheets
- handle and insert cover stock
- ability to insert alpha/numeric character strings of at least 12 characters as bates numbers
- handle both single and double-sided documents
- handle documents as large as 11 x 17"
- have automatic reduction/enlargement

C.6.3.6.6.2 The engineering/map copier should meet the following **minimum** specifications:

- print at least 3 pages per minute when documents are 36" x 48" or larger; 6 - 8 pages per minute for smaller documents
- black and white copies
- handle documents 36" x 60" or larger
- ability to generate multiple copies
- automatic reduction/enlargement

C.6.3.6.6.3 The color copier must meet the following **minimum** specifications:

- print at least 24 pages per minute
- provide 400 x 400 dpi (8-bit depth) resolution
- handle documents as large as 11" x 17"
- have automatic reduction/enlargement
- handle double and single-sided documents

C.6.3.6.6.4 For the duration of the contract, the Contractor shall also assume the lease of an existing Xerox 5900 copier already installed in the Denver Copy Center. The lease shall revert back to ENRD control at the end of the contract.

C.6.3.7 Convenience Copiers for ENRD

C.6.3.7.1 Convenience copiers will be used by ENRD staff when the copy jobs are relatively small or when the staff does not have easy access to a contractor-operated Copy Center. The Contractor shall provide, install and maintain a **total of 33 new convenience copiers** for ENRD.

C.6.3.7.2 ENRD currently has 34 convenience copiers located within the Division ranging in capacity from a Xerox 5100 to a Canon 5034. The Government owns or leases 14 of the copiers; the remainder are leased from the incumbent Labat-Anderson. All current equipment will be replaced by new contractor provided equipment in all locations under this contract. (see Section J, Attachment 6 for a list of the existing equipment, its status, and location).

C.6.3.7.3 **Copier Locations** - ENRD's 34 current convenience copiers are located in the following 9 locations:

- Main Justice Building - 950 Pennsylvania Ave., Washington, D.C. (1 copier)
- Forestville File Warehouse - 8050 Cryden Way, Forestville, MD (1 copier)
- Patrick Henry Bldg. - 601 D Street, N.W., Washington, D.C. (17 copiers)
- 1425 New York Ave. - Washington D.C. (7 copiers)
- Denver Field Office - 999 18th Street, Suite 945 North Tower, Denver, CO (4 copiers) *
- San Francisco Field Office - 301 Howard St., Suite 1050, San Francisco, CA (1 copier)
- Sacramento Field Office - 501 I Street, Suite 9-700, Sacramento, CA (1 copier)
- Anchorage Field Office - 801 B Street, Suite 504, Anchorage, AK (1 copier)

- Seattle Field Office - 7600 Sand Point Way NE, Seattle, WA (1 copier)

* These four existing convenience copiers will be replaced with three new convenience copiers, which explains the 33 new contractor provided vs. the 34 existing convenience copiers. [Instead, Denver will have a satellite copy center under this new contract (CLIN X013), under which the contract must provide 1 or 2 high volume copiers - see C.2.4.1.3.2.]

C.6.3.7.4 Convenience Copier Equipment - *Option A*

C.6.3.7.4.1 Copy volume within each ENRD office varies greatly, and the Contractor will be required to provide several levels of convenience copiers to meet these needs. The equipment specifications provided under *Option A* reflect, for the most part, a one for one replacement of existing equipment based on current capacity (i.e., a 50 page per minute machine will usually be replaced with a new 50 page per minute machine regardless of its actual usage). Under *Option A*, the Contractor shall provide and install six types of convenience copiers within the Division.

C.6.3.7.4.2 Type One - The Contractor shall provide and install 2 convenience copiers that will meet the following **minimum** specifications:

- Print at least 30 copies per minute (8 ½ " x 11" single-sided copies)
- handle documents as large as 11" x 17"
- have automatic reduction/enlargement
- handle double and single-sided documents

C.6.3.7.4.3 Type Two - The Contractor shall provide and install 9 convenience copiers that will meet the following **minimum** specifications:

- Print at least 50 copies per minute (8 ½ " x 11" single-sided copies)
- handle documents as large as 11" x 17"
- have automatic reduction/enlargement
- handle double and single-sided documents

C.6.3.7.4.4 Type Three - The Contractor shall provide and install 7 convenience type copiers that will meet the following **minimum** specifications:

- Print at least 65 copies per minute (8 ½ " x 11" single-sided copies)
- handle documents as large as 11" x 17"
- have automatic reduction/enlargement
- handle double and single-sided documents

C.6.3.7.4.5 Type Four - The Contractor shall provide and install 8 convenience copiers that will meet the following **minimum** specifications:

- Print at least 80 copies per minute (8 ½ " x 11" single-sided copies)

- handle documents as large as 11" x 17"
- have automatic reduction/enlargement
- handle double and single-sided documents

C.6.3.7.4.6 Type Five - The Contractor shall provide and install 6 convenience type copiers that will meet the following **minimum** specifications:

- Print at least 85 copies per minute (8 ½ " x 11" single-sided copies)
- handle documents as large as 11" x 17"
- have automatic reduction/enlargement
- handle double and single-sided documents

C.6.3.7.4.7 Type Six - The Contractor shall provide and install 1 convenience copier that will meet the following **minimum** specifications:

- Print at least 100 copies per minute (8 ½ " x 11" single-sided copies)
- handle documents as large as 11" x 17"
- have automatic reduction/enlargement
- handle double and single-sided documents

C.6.3.7.5 Convenience Copier Equipment - *Option B*

C.6.3.7.5.1 ENRD recognizes that in many cases, the capacity of the convenience copiers requested under *Option A* may actually exceed what is necessary. For example, the existing 100 page per minute copier currently generates only 58,982 pages per month. Based on industry standards, it might be reasonable to replace this copier with one that operates at 60 or 80 pages per minute instead of 100. As a result, the Government is interested in proposals from the Offerors showing optional equipment configurations along with potential cost savings.

C.6.3.7.5.2 Under *Option B*, the Contractor shall provide ENRD with 33 convenience copiers. However, instead of ENRD specifying the types of equipment, the Offeror shall propose an equipment mix that they feel meets the Division's needs and also provides the best value for the Government.

C.6.3.7.5.3 Regardless of the machine capacity proposed, all equipment must include the following features:

- handle documents as large as 11" x 17"
- have automatic reduction/enlargement
- handle double and single-sided documents

C.6.3.7.5. When proposing equipment solutions under *Option B*, the Offerer is encouraged to be innovative and to include upgrades in technology.

C.6.3.8 Site preparation charges for installing all copiers will be paid by the Government regardless of option chosen.

C.6.3.9 As specified in Section L of the Solicitation, the Offeror shall provide a written plan for each option. A specific equipment installation schedule will be agreed upon at the time of contract award.

C.6.3.10 Copier installation is a **critical** task and must be accomplished with 99% accuracy. Equipment must be delivered, installed and functioning per the agreed upon installation schedule or the Contractor may be subject to liquidated damages (see Section F.6.3.6). Contractor performance will be monitored and assessed by the COTR.

C.6.4 **Copier Maintenance**

C.6.4.1 Overview

C.6.4.1.1 Copier maintenance is defined as the continuous process of ensuring all copiers are in good working order and operating at top efficiency. This includes the scheduling and tracking of regular maintenance visits by the manufacturer's service technicians as well as service calls when machines break down.

C.6.4.1.2 The Contractor may be required to provide maintenance on Copy Center copiers and/or convenience copiers.

C.6.4.1.3 If a copier is going to be out of service for more than 24 hours, the COTR may ask the Contractor to arrange for a replacement machine until the broken machine can be brought back into service.

C.6.4.1.4 As part of equipment maintenance, the Contractor shall be responsible for all supplies utilized by the copiers. Consumables such as toner, fuser oil, staples and air cans shall be provided by the Contractor. Costs for these supplies shall not be billed directly to the Government but included in the overall contract cost as indicated in Section B. Paper will be purchased by the Government based on requests made by the Contractor to the COTR (see instructions in Section C.6.3.4).

C.6.4.1.5 The Contractor shall maintain spreadsheets detailing the service history of each copier throughout the contract. Copies of these spreadsheets shall be included in the each Monthly report (see Section F).

C.6.4.2 Maintenance for Copy Center Equipment - At contract award, the Contractor shall provide copier maintenance for TAX and ENRD Copy Center equipment. The Contractor is responsible for the maintenance and upkeep of all Copy Center equipment regardless of whether it is owned by the Government or supplied by the Contractor.

C.6.4.2.1 The Contractor shall notify the COTR by E-mail whenever a Copy Center copier goes out of service as well as when the copier is repaired.

C.6.4.2.2 As part of the E-mail notification, the Contractor shall advise the COTR anytime equipment problems will affect the Copy Center's ability to meet agreed upon work deadlines. Depending on the anticipated duration of the problem, the COTR may agree to move work to another Copy Center, have Copy Center staff utilize convenience copiers in place of the broken equipment, or renegotiate deadlines with requestors.

C.6.4.3 Maintenance of Convenience Copiers - At contract award, the Contractor shall be responsible for convenience copier maintenance only within ENRD. However, the Government reserves the right to expand this service to any other DOJ component or Federal agency over the life of the contract. The Contractor will receive 30 day advance written notice prior to any expansion of services.

C.6.4.3.1 The Contractor shall be responsible for providing maintenance on all of ENRD's 33 convenience copiers including those in field offices.

C.6.4.3.2 The Contractor shall check all convenience copiers at least once per week to determine that the equipment is functioning properly and that each location has proper levels of consumables (e.g. toner, paper, staples, etc.).

C.6.4.3.2.1 In Washington, DC, and Denver maintenance checks shall be performed by Copy Center staff. Transportation between buildings is the Contractor's responsibility and shall be included in costs indicated in Section B of this contract.

C.6.4.3.2.2 For other field offices, the maintenance checks shall be performed by calling or E-mailing specified ENRD personnel at each site once a week to check on equipment and supplies.

C.6.4.3.3 The Contractor shall maintain a log documenting their weekly visits/E-mail checks. The log shall identify the date, time of inspection, the person performing the check and notation of any problems encountered. The log will include a notation of any remedial action required to restore the copier to full function. Logs will be maintained at each copier location. Data recorded in the logs will be provided to Government on a monthly basis and included in the monthly report discussed in Section F of the Solicitation/contract.

C.6.4.3.4 In addition to their weekly checks, the Contractor shall respond to any service calls received reporting equipment problems from designated personnel in any Government location. A list of personnel authorized to request copier service shall be provided to the Contractor at the time of contract award.

C.6.4.3.4.1 The Contractor shall respond to all service calls within 30 minutes by either personally checking the machine (if the problem is in Washington, DC or Denver) or by calling the Field Office representative who reported the problem.

C.6.4.3.4.2 The Contractor will evaluate the problem and make repairs if possible.

C.6.4.3.4.3 If the problem requires a vendor service technician, the Contractor shall place the call for service. The manufacturer's service technician must respond **within 4 hours of the service call**. The Contractor shall notify the point of contact at the site that a service technician has been called and provide them with a time estimate on the service technician's arrival.

C.6.4.3.4.4 The Contractor shall immediately notify the COTR via E-mail of any equipment that is not in working order and provide the COTR with an estimate of the time needed to return the equipment to service. The Contractor shall place an "Out of Order" sign on any copier not in working order. The "Out of Order" sign shall also include a status line informing users that a service technician has been called, and an indication of when the machine will be back in service.

C.6.4.3.4.5 The Contractor shall follow up with the point of contact at the site within one hour of the service technician's scheduled arrival to ensure that the technician has arrived and the problem has been, or is being, resolved.

C.6.4.3.4.6 If a copier is going to be out of service for more than 24 hours, the COTR may ask the Contractor to arrange for a replacement machine until the broken machine can be brought back into service. Replacement equipment shall be provided by the Contractor at no cost to the Government.

C.6.4.3.4.7 The Contractor may be assessed liquidated damages if convenience copiers are not properly maintained and service requests are not responded to within the specified time frames.

C.6.4.4 Copier maintenance is a **critical task** and must be accomplished with 99% accuracy. Contractor performance will be monitored and assessed by the COTR based on the monthly reporting requirements defined in Section F of the Solicitation/contract, monitoring of copier repair response times and any service complaints received.

C.7.0 SUPPLY ROOM SERVICES (TASK 4)

C.7.1 Overview

C.7.1.1 At contract award, its anticipated that the Contractor will be providing Supply Services only to ENRD's Washington, D.C. offices. The Government reserves the right to expand these services to any other DOJ component or Federal agency over the life of the contract or to cancel this task entirely. The Contractor will receive 30 day advance written notice prior to any expansion or termination of supply services.

C.7.1.2 The Contractor shall be responsible for the following tasks under this service:

- Processing supply requests
- Managing Government supply centers
- Receiving and tracking supply inventories

C.7.1.3 The goal of supply services is to ensure that the materials needed by Government employees to do their jobs are always on hand, and that the supplies are managed and maintained in the most cost effective and efficient means possible.

C.7.1.4 As indicated in Section C.3.3.2, Supply Centers are secured facilities accessible to most Government personnel only via the walk-up service window.

C.7.1.4.1 Only designated contractor personnel, the COTR or their designees may work within the Supply Center.

C.7.1.4.2 The Contractor will be given keys and/or door combinations to the facility at the beginning of the contract and will be responsible for ensuring the Supply Center is secured at the end of the day.

C.7.1.4.3 If the Contractor believes at any time that supplies are being removed from the Supply Center without permission, the Contractor will immediately notify the COTR.

C.7.1.5 The ENRD Supply Center is located in Room 3414 at PHB (pictures of all supply facilities are included in Section J, Attachment 5). The Supply Center is 792 square feet and includes both stationary and high-density movable shelving for storing supplies, a walk-up customer service window, and work space for 2 clerks. This Supply Center orders and dispenses supplies to all Division personnel in Washington, D.C.

C.7.1.6 Supplies for ENRD personnel in the 1425NY Building are ordered by the PHB Supply Center and either forwarded from PHB or delivered directly from the vendor to the requestor.

C.7.1.6.1 A small stock of standard supplies (e.g., pens, paper) is stored on the stationary shelving in the Copy/Fax Room in Room 13073 and dispensed to DOJ staff upon request by the contractor staff working in this room.

C.7.1.6.2 Supply levels are monitored and dispensed by the mail/fax clerk and the Copy Center supervisor in coordination with the PHB Supply Center.

C.7.1.7 Supplies for Division management in the MAIN Building are ordered by the PHB Supply Center in coordination with the support staff in MAIN. Support staff within this building maintain a small back-stock of the most commonly used supplies.

C.7.1.8 The Contractor shall dispense supplies to Government employees upon request in a polite and timely manner.

C.7.1.9 The Contractor shall be responsible for ordering both standard supplies and specialty

items.

C.7.1.9.1 Standard supplies are defined as those needed in order for staff to perform their every day duties. Pens, paper, staples, paper clips, binders, computer disks and tape would all be considered examples of standard supplies. A complete list will be provided to the Contractor at the time of contract award. The Contractor shall maintain adequate stock of the specified standard supplies at all times.

C.7.1.9.2 Specialty items are defined as non-standard supply items needed in limited quantities under special circumstances. Special packing boxes, presentation materials, and graphics materials would be examples of items that must be specially ordered and would not normally be kept on-hand in the Supply Center. Specialty items may not be ordered without specific approval of the COTR or his/her designees.

C.7.1.10 The Contractor shall manage the inventory of each Supply Center in a neat, organized, and professional fashion, ensuring that sufficient stock of all standard items are on hand so that orders can be filled immediately. Should supplies under the Contractor's control become damaged and unusable due to the Contractor's carelessness or poor management, the Contractor shall replace the damaged item at no cost to the Government.

C.7.1.10.1 The Contractor shall maintain an accurate inventory of all supplies on a Supply Inventory Tracking Log. As supplies are distributed to requestors, the Contractor shall update the tracking log to indicate removal of the items from the inventory.

C.7.1.10.2 As new supplies are received, the Contractor shall update the tracking system to show each new item being added to the inventory.

C.7.1.11 The Contractor shall maintain monthly statistics on the number of supply requests received from each office group as specified in Section F of this Solicitation/contract.

C.7.1.12 All tasks described under the Supply Room Services portion of this Solicitation/contract are **non-critical** and must be completed with 95% accuracy. Accuracy and efficiency of supply room activities may be checked by the COTR through periodic monitoring of the supply rooms, review of the supply request logs and Supply Inventory Tracking Log, and personal observations and/or complaints of the DOJ staff.

C.7.2 Filling Supply Requests

C.7.2.1 The Contractor shall promptly fill all standard supply requests received from any Government employee, and forward requests for specialty items to the COTR for review and approval.

C.7.2.2 Requests for supplies may be made in person at the walk-up service window, by phone, inter-office mail, or via E-mail

C.7.2.3 The Contractor shall fill supply orders by drawing from existing stock items in the Supply Center. Depending on the size of the order and the number of items requested, the Contractor may need to pack the orders in boxes supplied by the Government prior to dispensing them to the requestor. Orders for requestors waiting at the walk-up service window will be filled immediately. All other orders (i.e., those to be delivered via inter-office mail and those which will be picked-up by the requestor) shall be filled on a first come, first serve basis.

C.7.2.4 In general, supply requests received via E-mail, phone or inter-office mail by 4:00 p.m. shall be processed and delivered to the requestor by the end of the business day on which the request was received.

C.7.2.4.1 If the Contractor receives a supply request with a specific delivery deadline, the Contractor shall adhere to that deadline whenever possible. If the Contractor is unable to meet the specified delivery time frame, the Contractor shall contact the requestor immediately to alert them of the problem and determine what other arrangements would be satisfactory. If the problem cannot be resolved, the Contractor shall notify the COTR.

C.7.2.4.2 Requests for specialty items may take longer to process or receive, especially if the item is shipped from a vendor outside the Washington, D.C. area. After placing the order and determining the exact delivery date, the Contractor shall E-mail the requestor with the delivery information.

C.7.2.5 Supply requests received via E-mail, phone or inter-office mail after 4:00 p.m. shall be processed and delivered to the requestor no later than 10:00 a.m. the following business day.

C.7.2.6 On occasion, the Contractor may receive a request for standard supplies that exceeds the quantity normally maintained within the Supply Center. Should insufficient stock be available to complete an order, the Contractor shall provide all items that are in stock, notify the requestor by the end of the business day that certain items are not available, and submit a request to the COTR to restock that item immediately as described in Section C.7.3.4.

C.7.2.7 If the item requested is no longer available, or if there will be any delay in obtaining requested supplies, the Contractor shall immediately notify both the requestor and the COTR.

C.7.3 Managing Supply Center

C.7.3.1 The Contractor shall check the Supply Center stock daily to determine which items are in need of reordering.

C.7.3.2 Within 60 days of contract award, the Contractor shall establish a baseline stock level and reorder cycle for the ENRD Supply Center that ensures that an adequate back-stock of standard supplies is on-hand at all times. This baseline will be the starting point for the Supply Inventory Tracking Log. A copy of the baseline, reorder cycle, and tracking log shall be

provided to the COTR by day 60 of the contract.

C.7.3.3 The supplies dispensed by the Supply Center will be purchased by the Government based on reorder requests received from the Contractor. Upon determining the need to restock items, the Contractor shall prepare appropriate orders for supplies and forward them to the COTR in sufficient time for the Government to place the order and the “vendors” to deliver the requisite supplies.

C.7.3.4 The Contractor shall submit requests for supplies to the COTR and a designated Government back-up via E-mail. The E-mail must include a description of each item to be purchased, the anticipated cost, the proposed vendor, and the catalog page the item was selected from. Requests for specialty items must also include the date by which the item is needed and the name and Section of the person making the request so that the COTR will know who to contact if there are questions.

C.7.3.4.1 The COTR or designated back-up will respond to the E-mailed request by verifying that the order has been approved or by requesting additional information. If the order is approved, the designated Government employee will place the order. The Contractor will then be given the order verification numbers and final purchase cost to add to the tracking database.

C.7.3.4.2 After the order has been approved and submitted to the vendor, the Contractor shall place a copy of the order with verification numbers in the “Pending File” by anticipated date of delivery. The Contractor shall review the Pending File at the beginning of each work day to verify which orders are due to be delivered. If an order does not arrive as scheduled, the Contractor shall notify the COTR and if requested, the supply vendor in question to find out why there is a delivery delay.

C.7.3.4.3 Every effort will be made by the COTR or their designee to respond to E-mailed supply requests within 2 hours of receipt. However, if the Contractor has not received a response after 2 hours or if the order is especially urgent, the Contractor shall call the COTR or the designated back-up to ensure the supply order is placed in time.

C.7.3.5 Supplies dispensed from the Supply Centers are obtained from various sources, each of which entails somewhat different ordering procedures. At contract award, the COTR shall provide the Contractor with the list of sources from which supplies can be restocked, and source/vendor catalogues. The Contractor shall be responsible for obtaining all subsequent updates, with the assistance of the COTR if necessary.

C.7.4 Receipt of Supplies

C.7.4.1 When incoming supplies are received in the Supply Center, the Contractor shall match the appropriate order with the “vendor” packing slip/invoice, and verify that all of the items ordered were indeed received.

C.7.4.2 If all items listed on the packing slip/invoice were received, the Contractor shall stamp

the invoice “COMPLETE”, make a copy of the invoice for their records and forward the original invoice to the COTR for payment.

C.7.4.3 If all items listed are not actually received, the Contractor shall indicate the missing items on the packing slip/invoice and immediately contact the COTR. Either the COTR or the Contractor will then contact the vendor to report the shortage.

C.7.4.4 If the requested items are listed as back ordered, the Contractor shall make a copy of the invoice indicating the items on back order and place the copy back into the Pending File. The original invoice should then be sent to the COTR. When the remainder of the shipment is received, the copies of the original packing slip and form will be used to check the order. Once the remainder of the order is received and verified, the Contractor shall forward the copies to COTR.

C.7.4.5 Verification of incoming supplies shall be accomplished by close of business on the day the goods are received.

C.7.4.6 As supplies are received, the Contractor shall update the Supply Inventory Tracking Log to reflect the current inventory.

C.8.0 RECORDS MANAGEMENT SERVICES (TASK 5)

C.8.1 Overview

C.8.1.1 Under this contract,, it is anticipated that the Contractor will be providing Records Management Services only for ENRD in Washington, D.C. and Denver. However, the Government reserves the right to expand the services to other components or Government organizations, as needed, over the life of the contract. The Contractor shall be notified in writing of any expansion in service 30 days prior to the service change.

C.8.1.2 The Contractor shall be responsible for the following services under this task:

- Staffing and management of file facilities for both active and inactive case files;
- Receipt, tracking and organization of all official case files;
- Processing of all file requests;
- Preparing closed case files.

C.8.1.3 Under the first Administrative Services Contract, ENRD developed a series of new file storage facilities for both active and inactive case files.

C.8.1.3.1 Active File Rooms were created to provide Division attorneys with convenient, rapid access to their active case files while at the same time providing a facility where valuable Government records could be safely maintained and tracked. The following active File Rooms were created in PHB and 1425NY. The Contractor will continue to manage most of these

facilities under the new contract:

LOCATION	SIZE	USERS
PHB - Room 8512	1,600 sq ft	Appellate, Environmental Defense, and Policy, Legislation, and Special Litigation Sections
PHB - Room 3400	2,500 sq ft	General Litigation, Indian Resources, Land Acquisition, Wildlife and Marine Resources, Special Litigation Sections
PHB - Room 2127	1,420 sq ft	Environmental Crimes Section (currently staffed by DOJ personnel only)
1425 - Room 13000	720 sq ft.	EES attorneys working with EPA Region 6
1425 - Room 12035	800 sq ft.	EES attorneys working EPA Regions 5, 3 & 8
1425 - Room 11021	648 sq. ft	EES attorneys working EPA Region 1,2, 4 & 9
1425 - Room 10004	640 sq. ft.	EES attorneys working EPA Regions 7 & 10

C.8.1.3.2 A records management warehouse for inactive and closed files was created in Forestville, MD as a cost effective means of storing older files that needed to be preserved and tracked, but not accessed on a regular basis (see pictures in Section J, Attachment 5). The warehouse, which is located at 9050 Cryden Way in Forestville, is also used for the processing of closed files to the Federal Record Center in nearby Suitland, MD, and will continue to be managed by the Contractor under the new contract.

C.8.1.3.2.1 The Forestville Warehouse is 14,676 sq ft. and currently holds approximately 100,000 files and over 8,000 boxes.

C.8.1.3.2.2 The volume of work within the warehouse requires a separate, dedicated, full-time file staff. All equipment is provided by the Government.

C.8.1.4 Under the new Administrative Services Contract, the existing records management services will be expanded to ENRD's Denver Field Office. The Contractor will take over management of Field Office's existing active File Rooms and an off-site file warehouse. The Contractor shall work under the guidance of the Washington, D.C. COTR, the Denver Field Office Administrative Officer and Denver Field Office Records Manager.

C.8.1.4.1 The Contractor shall provide staff to organize and maintain official case files for 50 Division employees of the General Litigation, Indian Resource, Environmental Enforcement, Environmental Defense and Wildlife Sections working out the Denver Field Office. The staff is housed on the 9th and 10th floors of high-rise building located at 999 18th Street in downtown

Denver. The Contractor shall be responsible for maintaining files in four Section File Rooms (EDS and EES share File Room space).

C.8.1.4.2 The off-site file warehouse for the Field Office staff is located approximately two blocks away in the Custom House at 719 18th St. ENRD files are being stored in Room B-025 of this building which is 924 sq. feet. Unlike the Forestville Warehouse, the Denver file warehouse will not require on-site staffing. The contractor file clerks working in the Field Office will also be responsible for the organization and management of the off-site warehouse. The Custom House currently holds 1,350 boxes.

C.8.1.5 Washington, D.C. File Rooms include a walk-up service window, a work area for processing files, computer workstations for data entry into the automated records management tracking system, and movable shelving units for storing the files. Denver File Rooms are not large enough to accommodate staff so the file clerks will be given office space and equipment in close proximity to the various File Rooms.

C.8.2 ENRD Records Management Principles

C.8.2.1 ENRD's files contain the official documentation for all legal matters in which the Division is involved. Typically, a file can contain summonses; complaints; litigation reports; investigative reports; Grand Jury proceedings; pleadings; external and internal correspondence; interrogatories; discovery documents; evidentiary materials; exhibits; depositions; transcripts; court orders, decisions, judgments, findings, and stipulations; settlement documents; appeal documents; debt collection documents; legislation; and Freedom of Information Act materials.

C.8.2.2 Physically, a case file can consist of one or more file folders or "sections". A file folder is usually either an official Department of Justice case file jacket (an OBD-155A; see Section J, Attachment 13) or a legal-sized accordion file folder.

C.8.2.2.1 The official Department of Justice case file jackets are used to store opening and closing documentation for the case, as well as all correspondence and pleadings. Accordion folders may be used to store all other types of documents.

C.8.2.2.2 A case file can be comprised of anywhere from one to several hundred file folders depending on the nature of the litigation or the policy/legislation under consideration. The average size of an ENRD case file is about 25 folders.

C.8.2.3 Litigation files are organized by case using the Department of Justice (DJ) case number as the identifier. Case files are also organized according to defined document categories that group like-materials together. These categories include "Correspondence", "Discovery", "Pleadings", "Transcripts", "Cost Documentation", "Administrative Record" and a general "Other". Use of categories is left to attorney discretion. Attorneys designate the file categories to be used for each case and identify the category each document should be placed in. The Contractor clerks will interfile individual documents into existing file folders according to the DJ

case number and the categories identified for them by the attorneys.

C.8.2.4 Files maintained by the Policy, Legislation, and Special Litigation Section (PLSL) may, or may not have DJ case numbers. In some instances, such as with legislative materials, the bill number will be the key identifier for the file instead of a DJ case number. Like case files, PLSL's files are organized according to defined document categories. These categories include "Legislation", "Freedom of Information Act (FOIA)", "Policy Matters", "Amicus", "Citizen Mail", and "Controlled Correspondence". Attorneys within PLSL will designate the file categories to be used and identify the category each document should be placed in.

C.8.2.5 Within the file categories, documents are usually filed in reverse chronological order with the most recently received document at the top of the file.

C.8.2.6 All documents/file folders sent to the File Rooms by the Division's nine litigating components must be identified by case name, DJ case number (or other key number), the litigating component, date the document was received, the file owner's name and the filing category the document should be placed in.

C.8.2.6.1 Case identification is most often recorded on a form called a File Designation Sheet (See Section J, Attachment 14) which is filled out by the Government employee providing the file.

C.8.2.6.2 Incoming scanned mail, sent directly from the Mail Room to the File Room, (see Section C.4.8) will include an E-mail from the Mail/Fax Center staff identifying the case, DJ case number, file category and file owner.

C.8.2.7 In the active File Rooms, file folders will generally be stored on high density library shelving units, not in boxes or file cabinets. File folders will be bar coded for inventory control and tracking purposes.

C.8.2.8 Inactive files maintained in the file warehouses will also have bar codes but may be stored on open stationary shelving or in boxes. If files are kept in boxes, both the folder and the box will have bar codes which are linked to each other in the records management tracking database. Boxes are kept on shelves or stacked on pallets in the warehouse.

C.8.2.9 All file folders received by the File Rooms must be entered into the Government-furnished automated records management tracking system. Files are tracked by DJ case number, case name, litigating section, file type and file owner.

C.8.2.9.1 The records management tracking system also tracks the location, content and usage of the litigation case files and in some instances, includes images of the documents in the physical file.

C.8.2.9.2 The Contractor file clerks shall be responsible for recording folder-level information

in the database and creating a bar code for each file. The records management system, computer and bar coding equipment will be provided to the Contractor when work is initiated and all staff will receive training.

C.8.2.9.3 Files/boxes to be stored in the off-site file warehouse facilities must be recorded in the records management tracking database by the Contractor prior to transferring them from the active File Rooms to the Warehouse.

C.8.2.10 Division employees are able to access the active File Rooms 24 hours a day and check case files out in the same sense that individuals borrow books from a lending library. These transactions are recorded on the records management tracking system by the contractor staff the following day. There is no after-hours access to file warehouse facilities.

C.8.3 File Management

C.8.3.1 *Active Files*

C.8.3.1.1 Attorneys and support staff will provide materials to the File Rooms by bringing them to the walk-up service windows or by sending them to the File Rooms via the inter-office mail. Case files brought to the walk-up service windows will be placed in the “IN” box. On average, the larger File Rooms will receive approximately 250 new documents a day to be interfiled into existing case files; the smaller File Rooms will receive approximately 50 new documents per day.

C.8.3.1.2 Upon receipt of incoming documents, the Contractor shall review, identify, and sort the materials according to the DJ case number (or other key number) and file category found on the File Designation Sheet or mail scanning E-mail.

C.8.3.1.2.1 As new documents are received, the File Room staff shall time stamp the back of the first page of each document as proof of when it was received in the File Room.

C.8.3.1.2.2 File Rooms shall not accept materials if the case name, DJ case number, file category and file owner are not provided.

C.8.3.1.2.3 When the File Rooms receive materials without the required information, File Room staff shall immediately return the materials to the submitter for proper labeling along with a standard form (see Section J, Attachment 15) identifying the problems. If the submitter is unknown, the File Room staff shall take the materials to the Section Case Manager to request proper labeling. The COTR will provide the Contractor with a list of Section Case Managers at the time of contract award.

C.8.3.1.3 The Contractor shall create an area within each File Room where incoming documents can be received and sorted by case/DJ number and file category. Since new documents are generally the ones most used and requested by the attorneys, it is critical that the

Contractor process incoming documents as quickly as possible.

C.8.3.1.3.1 All incoming documents must be sorted to at least the case level on the day they are received so that they may be easily located in case a request is received.

C.8.3.1.3.2 Should the File Rooms have any unfiled documents/folders at the end of the business day, the Contractor shall ensure that the materials are organized and labeled on shelves or in bins in such a way that attorneys who may need these materials in the evening can readily find them.

C.8.3.1.4 Once the Contractor has sorted incoming documents by case and file category, the staff shall organize the documents by document date unless other instructions have been provided by the file owner (e.g., "File as is"). Normally, documents will be organized in reverse chronological order within each file category but the Contractor shall comply with specific organization instructions received from the file owner or their support staff.

C.8.3.1.5 After the documents have been sorted and organized, the Contractor shall search the records management tracking system to determine if any folders are already recorded in the database for the appropriate case (i.e., before creating a new file the Contractor will check to see if one already exists).

C.8.3.1.5.1 If the records management tracking system indicates that file folders already exist for the case, the Contractor must determine through the database if there are folders for the correct file category available. If the File Room has folders for the correct file category, the Contractor shall interfile the newly received documents into the appropriate folder in reverse chronological order.

C.8.3.1.5.2 When the File Room staff receives materials that will not fit into an existing file folder for a case, or that belong to a case for which there are no sections in the appropriate file category, or that belong to cases for which there are no sections on the records management tracking system, the Contractor shall create new file folders for the materials.

C.8.3.1.5.3 The Contractor shall be responsible for creating both the physical folder to be shelved as well as the corresponding electronic folder in the records management tracking database.

C.8.3.1.5.4 The number of new sections created by ENRD's File Rooms will vary anywhere between 800 to 1,500 each week but should typically average 1,000 new folders per week.

C.8.3.1.6 If the records management tracking system shows that the newly received file is for a closed case and should be returned to the Federal Record Center, the Contractor shall send the file to the Archival Record Unit in Washington or to the Records Manager in Denver for processing (see Section C.8.5.3.5 below).

C.8.3.1.7 The Contractor shall maintain all files in the proper order on the shelves of the File

Room file units.

C.8.3.1.7.1 Case files shall be placed on the shelves in numerical order by DJ case/key number. Within each case, the folders shall be organized in alphabetical order by file category.

C.8.3.1.7.2 Case files shall be organized on the shelving units from left to right beginning on the top shelf and proceeding to the bottom shelf within each vertical section of the shelving, just as books are arranged on the shelves in a library.

C.8.3.1.8 The expansion and archival of files will create the need for the Contractor to periodically adjust the allotment of files on the shelves of the File Room so that the files are evenly distributed within the unit. The Contractor shall make these adjustments while maintaining the order of the files.

C.8.3.1.9 When a document arrives in the File Room for filing, and the folder to which it belongs is checked out of the File Room, the Contractor shall temporarily place the document inside a temporary red vinyl folder and insert it on the shelf in place of the missing file section.

C.8.3.2 *Inactive files*

C.8.3.2.1 Over the course of litigation, some portion of the case file may become inactive even while the case itself remains active. A file is considered inactive if it is no longer accessed by the file owner on a regular basis and cannot accommodate any additional documents. Rather than continuing to store files that are not being used in the active File Rooms, the Contractor shall transfer inactive files to an off-site file warehouse.

C.8.3.2.2 At the end of the month, the Contractor shall review the collections within each File Room, to identify files that may be considered inactive. The records management tracking system can be used to determine how often a file has been requested and when it was last used. This information will help in determining whether a file is active or inactive.

C.8.3.2.2.1 Prior to removing inactive files from the File Room shelves, the Contractor shall notify the file owners about the proposed transfer and verify that they have no objections. If the file owners object to the transfer, the Contractor shall notify the COTR who will review the situation and make a final determination as to whether the files stay in the active File Room or are moved.

C.8.3.2.2.2 The Contractor shall ensure that all inactive files are entered into the records management tracking system prior to transferring the materials to an off-site file storage facility. The Contractor shall also ensure that there is complete documentation of the transfer process.

C.8.3.2.3 If the file owners agree to the transfer, the Contractor shall prepare shipping boxes and create electronic box entries in the records management tracking system for each box. As the Contractor pulls the files off the shelf, the Contractor shall scan the bar code label on each file folder and then scan the box bar code label; this links the folder in the records management

tracking system to the box it is being stored in. As files are scanned out, the status field in the database will be changed from “Shelved” to “In Transit”.

C.8.3.2.4 Once the files have been boxed and scanned, the Contractor shall arrange for the courier to transport the boxes from the active File Room to the off-site file warehouse (see Section C.4.9.6).

C.8.3.2.5 When sending boxes/files to the off-site file warehouse, the sender must print out a packing slip for the materials from the records management tracking system and send it along with the boxes/files to document chain of custody. The packing slip identifies the case name, case number and the number of boxes being transmitted for each case.

C.8.3.2.5.1 The File Room will make a copy of the packing slip and have the driver sign the copy after he verifies the number of boxes against the list and takes control of the boxes. The File Room shall maintain their signed copies of packing slips for one year.

C.8.3.2.5.2 The File Room shall give the original packing slip to the driver along with the boxes. The van driver shall not accept boxes for transport without a packing slip.

C.8.3.2.6 When the boxes arrive at the off-site records warehouse, they will be off-loaded into a special receiving area. The boxes will remain segregated in the receiving area until the Contractor has verified the shipment against the packing slip provided by the courier and the shipment has been recorded in the Incoming File Log.

C.8.3.2.6.1 Any discrepancies in the shipment shall be noted by the receiving warehouse at this time. If the shipment is correct, the warehouse staff will sign the driver’s packing slip as proof of delivery and put it in the file. The Contractor shall keep all packing slips in a chronological file for one year.

C.8.3.2.6.2 The Contractor shall indicate on the Incoming File Log the date, time, number of boxes received and DJ case numbers for the files received. This log is permanent and must be maintained throughout the contract.

C.8.3.2.6.3 Boxes may not leave the receiving area until all discrepancies are resolved and they have been recorded in the receiving log.

C.8.3.2.7 After all boxes are accounted for and logged, the warehouse staff will begin scanning the boxes and files into the warehouse by groups based on the DJ number. As the boxes and files are scanned in, their location shall be changed in the database to reflect receipt at the warehouse and the file status shall be changed to either “Shelved” or “Boxed on Site”.

C.8.3.3 File Management is a **critical task** and must be completed with 99% accuracy. Incoming materials shall be processed within 5 business days of their receipt and inactive files shall be culled from the active File Rooms monthly. If for any reason the Contractor is unable to meet these parameters, the Contractor must notify the COTR.

C.8.3.3.1 If the backlog of work is due to receipt of an unusual volume of material or the file staff being occupied with other legitimate duties, the COTR may approve the use of overtime, assign additional staff to process the backlog, or agree to leave the backlog unprocessed for a specific period of time.

C.8.3.3.2 If the backlog is due to the Contractor's negligence or inefficient work habits, the COTR may require the Contractor to provide additional staff to process the backlog at no cost to the Government as specified in Section F of the Solicitation/contract.

C.8.3.3.3 Contractor performance shall be ascertained by the COTRs and their designees through periodic monitoring of file room activities, review of daily logs, audits of the Records Management System, and by investigating complaints from Division employees. The Government also reserves the right to have the Contractor's filing accuracy and efficiency evaluated by a third party Quality Assurance contractor.

C.8.4 Creating Folders for New Cases

C.8.4.1 The first file jacket for a new case is created by the Section Case Manager upon receiving the complaint, referral, litigation report, FOIA request, petition for review or other such opening documentation.

C.8.4.2 In order for Case Managers to assign a document a DJ case/key number and create a new file, they must first review the initiating document to determine the subject matter of the case, statutes involved, and the violations being alleged. Using this information, they can determine the appropriate DJ case/key number and assign it to the case. Each litigating component maintains their own set of approved DJ case numbers.

C.8.4.3 The Case Managers then verify, in the Case Management System (CMS), that the case has not already been assigned a DJ case number and, once verified, they enter the required case information into the case tracking system and generate a Case Initiation Worksheet.

C.8.4.4 The Case Initiation Worksheet is provided to Section management for review, approval and attorney assignment. When that is completed, the Case Manager will classify the first document to be inserted into the official DJ file as "NEW" and block it prior to placing it in the file jacket.

C.8.4.4.1 Blocking is the process of placing a stamp in the lower right hand corner of the first page of the document or attaching a blocking tag (OBD-171) which identifies crucial information about the document. Blocking will be done within the litigating components by the Case Management staff.

C.8.4.4.2 Section personnel are responsible for ensuring that all case/file designation information required by the File Room is provided, including the DJ case/key number, the case name, and the file category.

C.8.4.4.3 The documents are then placed in a DOJ file jacket (OBD-155A), the file jacket is labeled with the DOJ case/key number and the name of the litigating section is written on the front of the file jacket.

C.8.4.5 Once a case has been opened and a file jacket created by the litigating components, the jacket is then forwarded to the File Room contractor staff for data entry, bar coding, and shelving. The Contractor shall enter the file folder and blocking stamp information into the records management tracking system.

C.8.4.5.1 The Contractor shall also enter an appropriate description in the records management tracking system for each file folder received. The data entry of this information will create a printed bar code label that the Contractor shall affix in the proper location on the file jacket or accordion folder.

C.8.4.5.2 After data entry and affixing the label, the Contractor shall file the folder on the File Room's shelving units by DJ case/key number and file category. File folders may not be shelved without being bar coded.

C.8.4.6 Data entry, bar coding and shelving of files are **critical tasks** and must be performed with 99% accuracy within 5 business days of receiving the materials. If for any reason the Contractor is unable to process incoming documents/files within this time period, the Contractor must notify the COTR.

C.8.4.6.1 If the backlog of work is due to receipt of an unusual volume of material or the file staff being occupied with other legitimate duties, the COTR may approve the use of overtime, assign additional staff to process the backlog, or agree to leave the backlog unprocessed for a specific period of time.

C.8.4.6.2 If the backlog is due to the Contractor's negligence or inefficient work habits the COTR may require the Contractor to provide additional staff to process the backlog at no cost to the Government, as specified in Section F of the Solicitation/contract.

C.8.4.6.3 Contractor performance shall be ascertained by the COTRs and their designees through periodic monitoring of file room activities, review of daily logs, audits of the Records Management System, and by investigating complaints from Division employees. The Government also reserves the right to have the Contractor's filing accuracy and efficiency evaluated by a third party Quality Assurance contractor.

C.8.5 Receiving and Processing File Requests

C.8.5.1 Each week the Contractor will receive requests from ENRD personnel for approximately 550 files. Requests may be made in person, over the phone, or electronically via E-mail or the records management tracking system. The Contractor shall be responsible for

receiving, tracking, and processing all file requests regardless of whether the file is located in an active file room, off-site file warehouse, or the Federal Record Center.

C.8.5.2 Requests for Active Files

C.8.5.2.1 Requests Made in Person - If Government staff come to a file room to request files during the regular business day, the Contractor shall greet them in a polite manner and process their request as quickly as possible.

C.8.5.2.1.1 While the person waits, the File Room staff will pull the file/files needed, and then, using the records management tracking system, check-out the materials to the requestor. For each file checked-out, the database will automatically record the name of the person taking the file, list their office as the file's new location, and a change the file status from "Shelved" to "Circulating".

C.8.5.2.1.2 Under no circumstances should the Contractor allow files to be removed from the File Room without checking them out in the records management tracking system. If the Government employee refuses to wait or takes the file without checking it out, the Contractor shall immediately contact the COTR.

C.8.5.2.1.3 When the file is checked out, the database will automatically record the date the file was checked out. After the requestor has left, the Contractor shall create a "tickler" in the database based on the checkout date which will prompt the File Room to contact the requestor after 30 days to see if the requestor is done with the file. The Contractor who checks out the files is responsible for creating the "tickler".

C.8.5.2.2 Requests by Phone - If a File Room receives a request by phone, the Contractor shall record the DJ number and files needed and agree with the requestor on a time frame for delivery. The Contractor shall then pull the files, follow the records management database check-out procedure described Section 8.5.2.1.1 and either deliver the files to the requestor personally, or have them delivered in the next hourly intra-building mail delivery. The Contractor shall also create a "tickler" in records management tracking system for the requested files.

C.8.5.2.3 Electronic Requests - File requests received via E-mail or the records management tracking system will be handled centrally by the contractor File Request Staff located in the Archival Record Unit in Room LL601 at PHB in conjunction with DOJ records staff. The File Request Staff shall be responsible for receiving, responding to, and tracking all electronically-received file requests.

C.8.5.2.3.1 File requests received via **E-mail** will be sent to a central records management E-mail account monitored by the File Request Staff.

C.8.5.2.3.1.1 When a request is received, the File Request Staff shall contact the appropriate file facility, have the files located and pulled, and then respond to the requestor's E-mail by

informing them when the files will be delivered. All electronic requests must be acknowledged by the File Request Staff within two hours of receipt and identify the time frame for delivery of the requested files.

C.8.5.2.3.1.2 The File Room staff shall be responsible for pulling the files, checking out the files to the requestor and either delivering the files personally, or having them delivered in the next hourly intra-building mail delivery. The delivering File Room shall also create a tickler in records management tracking system for the requested files.

C.8.5.2.3.2 Requests received via the **records management tracking system** will also be handled by the File Request Staff at PHB. The Contractor shall check the records management tracking system each hour for newly received file requests.

C.8.5.2.3.2.1 After receiving a request, the File Request Staff shall contact the appropriate records facility, have the files located and pulled, and then respond by E-mail to the requestor to let them know when the requested files will be delivered. All electronic file requests must be acknowledged by the File Request Staff within two hours of receiving the request. The File Request Staff shall also be responsible for marking the request as completed within the records management tracking system.

C.8.5.2.3.2.2 The File Room staff shall be responsible for pulling the files, checking out the files to the requestor and either delivering the files personally, or having them delivered in the next hourly intra-building mail delivery. The delivering File Room shall also create a tickler in records management tracking system for the requested files.

C.8.5.2.4 If the requested files have already been checked out to another person, the File Request Staff will inform the current requestor. If the requestor wishes to be put on a waiting list, the Contractor shall send the files when they have been returned. If the requestor does not wish to wait, the file request will be canceled.

C.8.5.2.5 Until the original file is returned to the active File Room, the Contractor shall place any documents that arrive at the File Room for that file in a temporary red vinyl folder. The red folder will serve as a temporary “home” for the documents and take the place of the missing folder on the shelf. Eventually, when the original file returns to the File Room, the Contractor shall refile it in the appropriate position on the shelf, remove the red vinyl folder, discard the check-out sheet, and interfile any documents that have accumulated in the red vinyl folder into the original file.

C.8.5.3 Requests for Inactive and Closed Files

C.8.5.3.1 When a case closes or slows down, the files are sent first to the off-site storage warehouse, and then onto the Federal Record Center (FRC); permanent records are eventually sent to the National Archives. Files stored at the off-site warehouse or the Federal Record Center are still the Division’s property and can be recalled at will; files sent to the National

Archives are no longer Division property and cannot be recalled. The Contractor, in conjunction with Government Records Managers, will be responsible for processing requests for inactive and closed files. When requests involve closed files, the Contractor shall also prepare the paperwork needed to request files from the FRC, track receipt of FRC files, and ensure that the materials are returned to the FRC in the same condition in which they were received.

C.8.5.3.2 Requests for inactive or closed files will be received via the same means as those for active files (in person, by phone, or electronically via E-mail or the records management system).

C.8.5.3.2.1 In Washington, D.C. all requests for inactive or closed files will be handled by the File Request Staff at PHB.

C.8.5.3.2.2 In Denver, file requests for inactive or closed files will be handled by the Field Office file staff in conjunction with the on-site DOJ Records Manager.

C.8.5.3.3 Inactive files - Washington, D.C - When the File Request Staff receives a request for an inactive file stored in the Forestville warehouse, they shall contact the warehouse supervisor and request the file.

C.8.5.3.3.1 The warehouse staff shall check-out the file to the designated requestor, and then have the warehouse courier deliver the materials directly to the requestor's office. The warehouse staff will also put a "tickler" in the records management tracking system.

C.8.5.3.3.2 All file requests received in the Forestville Warehouse by noon will be delivered to the requestor's office before the end of that business day. Requests received after noon will be delivered prior to noon the following day.

C.8.5.3.3.3 If an attorney has an immediate, emergency need for a small number of files, the Forestville warehouse shall deliver the files within 2 hours of receiving the request

C.8.5.3.4 Inactive files - Denver - Since staff are not stationed in the Denver file warehouse, the File Request Staff will notify the Field Office file staff to request files.

C.8.5.3.4.1 Upon being notified of the request by the Washington File Request Staff, the Field Office file staff will go to the warehouse, pick up the requested materials and bring them back to the Field Office.

C.8.5.3.4.2 The Field Office file staff will check-out the files to the requestor and deliver the materials directly to the person's office.

C.8.5.3.4.3 All file requests received by noon will be delivered to the requestor's office before the end of that business day. Requests received after noon will be delivered prior to noon the following day.

C.8.5.3.4.4 If an attorney has an immediate, emergency need for a small number of files, the Field Office file staff will go to the warehouse immediately, pick up and deliver the requested materials within the hour.

C.8.5.3.5 Closed files - Washington, D.C. - The File Request Staff in the Archival Record Unit (ARU) at PHB will be responsible for processing all requests for closed files. When a request for closed files is received, the Contractor shall use the finding aides provided to locate the accession information and then prepare the paperwork necessary to request the files from the FRC. The completed paperwork will be reviewed and signed by the designated Government employee.

C.8.5.3.5.1 After submitting the paperwork to the FRC, the Contractor shall contact the requestor and let them know when the files will be delivered. If there is a delay in receiving files from the FRC, the Contractor shall be responsible for advising the requestor of any changes in the delivery dates.

C.8.5.3.5.2 When the requested materials arrive at the Archive Record Unit, the Contractor shall use the records management tracking system to check the files out to the requestor and then deliver the files personally or send them via courier or intra-building mail run. The File Request Staff shall also create a tickler in the database as a reminder to check with the requestor after 30 days to see if they are done with the files.

C.8.5.3.5.3 Older files recalled from the FRC may not be listed in the records management tracking database. Before giving the files to the requestor, the Contractor shall create a record in the database for each file. FRC files may not be delivered to the requestor until they are added to the records management tracking system and properly checked out.

C.8.5.3.5.4 Before delivering the files, the Contractor shall also insert a cover sheet in each folder/box advising the requestor that FRC materials may not be altered in any way. Files received from the FRC must be maintained in the same order as they are received. The Contractor shall be responsible for ensuring that returned items are in their original format before sending them back to the FRC and alerting the COTR and/or Government Records Managers if there is a problem.

C.8.5.3.6 Closed Files - Denver - Since closed case files in Denver are retired to the local Federal Record Center, the Denver file staff will be responsible for processing those requests using the same procedures described in Section C.8.5.3.5 above. Requests for FRC files will be reviewed and signed by the Denver Records Manager and/or the Administrative Officer.

C.8.5.4 Throughout each day, the Washington File Request Staff shall keep a running list of all files requested and their expected delivery times. At 4:30 pm (EST), the File Request Staff will check with each file facility, verify which files were actually delivered, and annotate the list. A copy of the list showing which files have been delivered and which requests are pending shall be

delivered to the COTR by 5:30 pm each day. Statistics based on these daily reports will be part of the Contractor Monthly Report described in Section F of the Solicitation/contract.

C.8.5.5 If the Contractor cannot locate a requested file that the records management tracking system shows should be at a specific location, the Contractor shall launch an intensive search for the file inside the specified file facility and at any other potential locations. If the Contractor cannot locate the file by the delivery deadline or the end of the day the request was received, whichever comes first, the Contractor shall notify the COTR of the problem. The COTR, and not the Contractor, shall notify the requestor if files are missing.

C.8.5.6 Processing file requests is a **critical task** and must be completed with 99% accuracy. The Contractor shall acknowledge all file requests on the day they are received and provide a delivery date to the requestor. Accuracy and efficiency of processing file requests may be checked by the COTR through periodic monitoring of the records management tracking system, review of the daily report on file requests, personal observations and/or complaints of the DOJ staff.

C.8.5.7 If files are lost and/or damaged due to carelessness on the part of the Contractor, the Contractor may be subject to liquidated damages as described in Section F of the Solicitation/contract.

C.8.6 Maintenance of Case Files

C.8.6.1 The Contractor shall maintain all files in the File Rooms and off-site file warehouses in a clean, neat, orderly and accurate fashion so that the staff can rapidly locate files and respond to file requests.

C.8.6.2 Each month the Contractor shall review the shelves within the file facilities and replace and re-label any torn or worn file folders. The Contractor shall also ensure that all files are well-secured and upright on the shelves of the filing units and that all files are facing one direction.

C.8.6.3 The Contractor shall place aisle guides at the end of each shelving row to indicate the range of DJ numbered files found in that row. The Contractor shall also place bar code labels, which can be scanned to link files to a specific row location within the records management tracking system, on each row of shelving.

C.8.6.4 The Contractor shall process and file incoming documents within the parameters described in Section C.8.3. The Contractor shall not store files in boxes, unless they are being shipped to the ARU, an off-site file warehouse, or the FRC.

C.8.6.5 The Contractor shall not place on the shelves any file that does not have a records management tracking system bar code label or does not have the DJ case/key number, category code and section number indicated on the top of the folder.

C.8.6.6 As part of ongoing file maintenance, the Contractor shall complete a monthly review of files in all records facilities to ensure that the folders are in strict DJ case/key number and file category order on the shelves. As files are reviewed, the bar code on each file shall be scanned using the hand held bar code scanner. The resulting data shall then be uploaded into the records management tracking database updating the system.

C.8.6.7 Each week the COTR will E-mail the Contractor a list of personnel changes within the Division.

C.8.6.7.1 New Hires - the Contractor shall be responsible for contacting newly hired Government staff during their first week of employment and providing a tour of the appropriate File Room and an overview of records management policies and procedures. The Contractor shall ensure that each new hire understands how and when to use a File Designation Sheet, the types of documents that need to be maintained in the official case files to constitute a complete record, and which documents may be destroyed at the end of a case. The Contractor shall E-mail the COTR before the end of the week verifying that all new personnel have had their records management orientation.

C.8.6.7.2 Departing Employees - The Contractor shall generate an index of the departing employee's files from the records management tracking system and provide a copy to the Section Case Manager. In conjunction with the Case Manager, the Contractor shall ensure that all signed out files are returned to the File Room prior to the employee's departure and that all case-related files are accounted for. Once the departing employee's cases have been reassigned, the File Room staff shall provide the new attorney with a list of available files for each case and change the "File Owner" field in the records management tracking system to reflect the change in personnel. The Contractor shall E-mail the COTR prior to the employee's departure date to verify that all records for departing personnel are accounted for.

C.8.6.8 File maintenance is a **critical task** and shall be performed with 99% accuracy. The Contractor shall monitor filing and labeling accuracy during the monthly shelf reviews and correct all detected errors within one business day.

C.8.6.9 Contractor performance shall be ascertained by the COTRs and their designees through periodic monitoring of file room activities, review of daily logs, audits of the Records Management System, and by investigating complaints from Division employees. The Government, at its discretion, may bring in a 3rd party Quality Assurance vendor to regularly monitor the quality of the records management services provided by the Contractor.

C.8.7 **Processing Closed Files**

C.8.7.1 When litigation is complete and a case is closed, the litigating section will alert the active File Room to the change of status by forwarding a Notice of Case Closure. The Contractor shall add The Notice of Case Closure and any accompanying documents to the

appropriate case file folder.

C.8.7.2 After verifying in CMS that the case is indeed closed, the File Room staff shall remove the closed files from the File Room shelves and review them to ensure they are in chronological order and that the case file is complete.

C.8.7.2.1 If any file folders are checked out, the File Room staff shall contact the person with the file and ask that it be returned as soon as possible.

C.8.7.2.2 The Contractor shall also contact the case attorneys to determine if there are any new documents yet to be added to the official file (i.e., documents the attorney has received but not yet forwarded to the File Room). These new documents will be interfiled into the appropriate case file folder.

C.8.7.2.3 When removing the files from the shelves, the File Room staff shall not fill in the ending date on the last file jacket in each file category. This will enable documents acquired after the materials are retired to the off-site file warehouse to be added to the case file.

C.8.7.3 The Contractor shall organize the files into shipping boxes and generate a packing slip for the shipment from the records management tracking system.

C.8.7.4 The Contractor shall arrange for a special courier run as described in Section C.4.9.5 and ship the closed files to the appropriate off-site file warehouse. Shipments must be coordinated with the warehouse in advance.

C.8.7.5 When the closed files arrive at the warehouse, they shall be logged in and processed using the receiving procedures outlined in Section C.8.3.2.

C.8.7.6 Closed files must be held at the warehouse for 1 year before they may be archived at the FRC. Each month, the warehouse staff will generate a report from the records management tracking system identifying which files have reached maturity and can be archived at the FRC. The Contractor shall forward a copy of the list to the COTR and the Division Records Manager who will instruct the warehouse staff on how to organize the shipment.

C.8.7.6.1 The warehouse staff shall pull eligible files from the shelves, organize the materials per the Records Manager's instructions and update the file status in the records management tracking system.

C.8.7.6.2 The Contractor shall place the closed case files in Federal Record Center shipping boxes in accordance with National Archives and Record Administration (NARA) guidelines (see Section J, Attachment 16). The boxes and NARA guidelines will be supplied by the Government as needed throughout the contract.

C.8.7.6.3 When the closed files have been boxed, the Contractor shall contact the Records

Manager to review the shipment. If the materials are in order, the Division Records Manager will fill out the archival paperwork to be submitted to the FRC and obtain accession numbers for the shipment.

C.8.7.6.4 The Contractor shall label each box in the shipment with the accession number provided by the Records Manager using the format specified by NARA. The Records Manager will schedule the shipment to the FRC and alert the warehouse of the pickup date once its been established.

C.8.7.6 Archiving files is a **non-critical task** and shall be performed with 95% accuracy. Contractor performance shall be ascertained by the COTRs and their designees through periodic monitoring of archiving activities, review of completed collections, audits of the Records Management System, and by investigating complaints from Division employees. Contractor performance is subject to review by the Division Records Manager, the COTR and/or a 3rd party Quality Assurance contractor.

C.8.8 After Hours Access to the Active File Rooms

C.8.8.1 Due to the nature of litigation, the Division's staff must be able to access their active files 24 hours per day. Rather than staff the File Rooms around the clock, after-hours users will be able to access the active File Rooms at any time and check files out manually.

C.8.8.2 The Contractor shall provide written instructions in each facility on how to locate files within the active File Rooms and how to sign them out. The instructions should be located near the File Room entrance and posted so they are easy to locate and read.

C.8.8.3 The Contractor shall provide a Sign Out Log in the entrance area of each File Room. After-hours users will be required to manually sign out any files they remove from the File Rooms. The Sign Out Log will identify the person who removed the files, their litigating section, the date and the files taken.

C.8.8.4 At the beginning of each work day, the File Room staff shall review the Sign-Out log from the previous day

C.8.8.4.1 The staff shall contact each of the users listed in the log to ensure they found what they needed while in the facility. This follow-up will ensure that difficulties encountered with the system are promptly addressed, and the logs will provide a point of contact for File Room staff should files be missing and not signed out.

C.8.8.4.2 The staff shall also update the records management tracking system to indicate that files have been signed out and to whom. A tickler shall be created in the database to remind the File Room staff after 30 days to check with the person who removed the file to see if they are finished with it.

C.8.8.5 If upon inspection of a File Room at the beginning of the day, the Contractor believes files have been removed but not signed out, or if the File Room was not left in good condition by the Government staff who used the facility after hours, the Contractor shall notify the COTR.

C.9 VOLUME DOCUMENT SCANNING (TASK 6)

C.9.1 Overview

C.9.1.1 Volume document scanning is a task being considered by ENRD and TAX. While both organizations envision this task being performed at some point during the contract, neither expects to begin scanning during the first year of the contract.

C.9.1.2 The Government has historically been paper-based. Agency activities, decisions and policies have always been recorded and distributed on paper and this remains the legal requirement for documenting work within the Government. Increasingly, however, the Government is being required to rely upon imaging technology as a means of conducting business. Documents produced to the United States in litigation are now being provided as PDF or TIFF files stored on CD roms rather than as boxes of documents. The Government needs to be able to read and use these images. Courts are rapidly requiring our attorneys to submit documents to the court electronically instead of in paper format; this is referred to as “E-filing”. The Government expects that E-filing will be a universal requirement within all courts over the next five years.

C.9.1.3 Although ENRD, through their Office of Litigation Support, currently provides imaging services, the rapid expansion and acceptance of imaging as a means of transmitting information is quickly outpacing the Division’s resources and Litigation Support’s purview. The Government needs to be able to expand imaging services beyond litigation support to the include individual attorneys and to those cases not receiving litigation support.

C.9.1.4 As a result, the Government is reserving the right at some point under this contract to potentially create and staff scanning centers which would be structured along the same lines as the current copy centers (see Section C.6.0).

C.9.1.4.1 The Contractor would provide staff to manage the scanning centers and possibly be called upon to provide and maintain the necessary scanning equipment and software.

C.9.1.4.2 Scanning centers would be created within Government office space and may be required to process both black and white as well as color documents.

C.9.1.5 Specific service parameters will be provided to the Contractor at the time work is requested by the Government. The sections below are provided to give the Contractor an overview of the potential volume of work, equipment needed, and possible procedures.

C.9.2 Anticipated Volume

C.9.2.1 ENRD's existing high volume scanners (2) currently produce 30,000 images per month (annual average) based on scanning requests received primarily from within the PHB building where the machines are located; 1,000 images are produce per month in the recently implemented Denver Field Office scanning center. Both locations are far below their scanning capacity.

C.9.2.2 Based on the rapid increase in demand for scanning services, however, the Government envisions the Contractor may be required to produce more than 300,000 pages a month at the PHB and 1425NY scanning centers and 150,000 pages at the Denver per month scanning center by 2004.

C.9.3 Standard Scanning Requests

C.9.3.1 A standard scanning request entails digitizing between 1 - 50 boxes of mixed documents. Scanning could include double-sided documents as well as single-sided documents and the materials may be stapled or bound with oversize attachments.

C.9.3.2 The Contractor's imaging application must be able to automatically generate a cross-reference file that contains, at a minimum, the following information:

- Page name - usually the bates number
- Dedicated path of the image location on the network or CD-ROM
- Image file name
- First page indicator

A cross reference is a required deliverable for all standard jobs. This file will be used to "load" the images into an imaging or database application such as Doculex, Opticon, Ipro, Summation, JFS, etc.

C.9.3.3 Typical image formats for standard scanning requests include:

<u>Format</u>	<u>Resolution</u>
TIFF	300 dpi
PDF	300 dpi
JPEG	200 dpi - Color

C.9.4 Document Preparation and OCR

C.9.4.1 The Contractor shall utilize bar code sheets to unitize documents for scanning. The Contractor shall prepare documents for scanning by unfastening documents so that they are free of bindings and insert barcode sheets in there place preserving the original document unitization. The resulting source documents and barcode sheets will be scanned in batches. After scanning

is complete the Contractor shall replace all staples, clips, rubber bands and other bindings to their original placement and return them in their original order (See Section J, Attachment 17 for detailed document preparation instructions).

C.9.4.2 For standard scanning requests, the Contractor shall be responsible for loading Images or PDF files into the Government's document management system (i.e. Concordance, PowerDocs, Summation, E-Quest, ADDIS etc.) The Contractor will use a standard database template provided by the Government to create new databases and load the Image or PDF files.

C.9.4.3 Typically standard scanning jobs will require that the images be processed through an Optical Character Recognition (OCR) engine to generate searchable and editable ASCII text from the images. Generally, the Contractor will be expected to process all images produced during a day's production within 24 hours. The OCR text should be machine output only, meaning that no "clean up" is required to be performed on the OCR text. At a minimum, the OCR software will have the following functionality:

- De-skew
- De-speckle
- Auto Orientation
- Export to Standard Litigation Support and Document Management Systems

OCR with advanced techniques such as "multiple engine" and "voting" OCR software may also be used.

C.9.4.4 *OCR Output* - if the Contractor is asked to provide OCR to the Government, it must be in a format that is readily loadable into any standard litigation support or document management application (i.e. Concordance, PowerDocs, Summation, E-Quest, ADDIS etc.). The Contractor's OCR software must be able to produce ASCII text files at the document or page level in a format the can be loaded into any of the Government's document management applications without additional formatting. Additionally, the Contractor must be able to generate document level PDF files with the OCR text "sandwiched" in the PDF file.

C.9.4.5 *OCR loading* - For standard scanning requests, the Contractor will be responsible for loading OCR text or PDF files into the Government's document management system (i.e. Concordance, PowerDocs, Summation, E-Quest, ADDIS etc.) The Contractor will use a standard database template provided by the Government to create new databases to load the OCR or PDF files.

C.9.5 Equipment

C.9.5.1 The scanning centers will require the use of high-volume equipment capable of meeting the following **minimum** functional specifications:

- Volume - capacity of up to 500,000 images per month

- At least 85 ppm at 300 dpi black and white (BW)
- Automatic Document Feeder - accepts 1000 originals pages (recommended)
- Automatic imprinter
- Automatic De-skew
- Double Feed Detection
- Page Length Detection
- Scans up to 11" by 17" pages
- Color Scanning
- Duplexing (two-sided scanning)
- Dual stream output BW/Color
- Up to 400 dpi BW and 300 dpi color
- ISIS, TWAIN compliant (VIDEO acceptable)
- Barcode and patch sheet processing

C.9.5.2 The scanning centers might also include midrange scanners to handle the smaller jobs or poor quality documents so as not to tie up the large capacity scanners. The Midrange shall have the following **minimum** functional specifications:

- Full color scanning at 25ppm
- Monochrome scanning at 35 ppm
- Scans up to 11" x 17" size pages
- ISIS and TWAIN compliant drivers
- Auto document size detection
- Flatbed scanning
- At least 50-page ADF
- Duplex capability

C.10.0 ADMINISTRATION AND MANAGEMENT

C.10.1 The Project Manager shall be the Contractor's authorized representative for the technical and administrative performance of all services required in this contract. The Project Manager shall be the first point of contact for the Government for any contractual or administrative questions or difficulties that may arise related to the contract.

C.10.1.1 The Project Manager shall be the primary contact through which Government communications, work assignments, and technical direction flow to the Contractor work force.

C.10.1.2 With guidance and direction from the COTR, the Project Manager shall supervise all daily functions of the contract.

C.10.1.3 The Project Manager shall be provided office space and computer equipment by the Government.

C.10.2 Each Government agency using the contract will assign a member of their staff to act as

COTR. The COTR will direct the agency's centralized services program through assignment, instructions, and guidance given to the Contractor's Project Manager. The COTR will be the Contractor's first contact point for any questions or difficulties that arise related to the performance of work under this contract.

C.10.3 Within the specifications of the contract, the guidance of the procedures manuals, and the directions of the COTR, the Contractor staff shall perform all activities described herein on their own initiative. This will require a high degree of resourcefulness and the exercise of sound judgement. Contractor personnel shall perform independently and shall exercise professional judgement and discretion in the performance of contract activities.

C.10.4 As appropriate, the Project Manager shall make suggestions to the COTR, to improve operational procedures. While general task procedures have been described within this Solicitation/contract, **the Government is open to, and encourages, the Contractor to develop and suggest more efficient task procedures.** The Project Manager shall refer all policy and procedural decisions to the COTR for approval and action.

C.10.5 The Project Manager must ensure the quality of work performed. The Contractor shall provide a formal Quality Control Plan as required under Section L, incorporate quality control mechanisms into the operating procedures for each contract task, and regularly report to the COTR on the quality of performance as part of the reporting requirements specified in Section F of this Solicitation/contract.

C.11.0 STAFFING

C.11.1 Adequate Workforce

C.11.1.1 With the exception of some of the mail/messenger functions, all tasks specified in the statement of work shall be performed on-site in Government offices. The Contractor must at all times maintain an adequate work force for the uninterrupted performance of all tasks defined within this statement of work. Unless otherwise specified, personnel are expected to work full time (i.e., 40 hours per week, and their staffed position (the regular person plus substitutes) be available for working up to 2,056 hours annually, excluding New Years Day, Thanksgiving, and Christmas. When hiring personnel, the Contractor shall keep in mind that the stability and continuity of the work force are essential.

C.11.1.2 On the performance start date of the contract, which is anticipated to be 45 calendar days after contract signature, the Contractor shall furnish enough fully trained and experienced personnel **to perform the work specified herein.** The Contractor may not reduce any level of effort, particularly for the fixed monthly price CLINs, without the consent of the Contracting Officer. However, the Government reserves the right to increase or decrease the level of effort as events dictate, by adding or taking away supplemental staff billed on a hourly basis. The Contracting Officer will inform the Contractor in writing of the Government's intention to increase or decrease the level of effort sixty (60) calendar days before such adjustment takes place. An appropriate adjustment will be made to the price(s) of the effected Contract Line Item

Numbers (CLINs) as determined reasonable by the Administrative Contracting Officer.

C.11.1.3 The Contractor shall provide fully trained, experienced personnel to perform the tasks described within the statement of work. All staff shall meet or exceed the qualification requirements stated herein, including excellent English reading comprehension and speaking ability.

C.11.2 Government Approval of Contractor Staff

C.11.2.1 The Government reserves the right to review the qualifications of all staff selected to work on the contract before assignment. Offerors shall submit with their proposals current resumes for the Project Manager, General Supervisors, or other Key Personnel specified in Section H.12. Each resume shall include all past employment positions, dates, and names of one or more references including addresses and telephone numbers where available. Resumes shall also include the names and telephone numbers of all Contracting Officer's Technical Representatives of Federal contracts on which the proposed individual has worked.

C.11.2.2 Offerors shall provide letters of commitment from any individuals offered as contract employees who are not employed by the offeror at the time of proposal submission.

C.11.2.3 During the course of the contract, the Contractor shall submit resumes and Supplemental Qualifications as specified above, for any Key Personnel individuals being added to the contract staff or replacing a member of the Key Personnel staff. The Government reserves the right to request and review the qualifications of ALL staff nominated to work on the contract before assignment

C.11.2.4 If the Contracting Officer notifies the Contractor of performance problems, the Contractor shall take the necessary steps to resolve the problem (i.e., changes in personnel, removal of personnel, changes in procedures) within five (5) working days of the receipt of such notice. The Contractor shall reimburse the Government for the cost of any Government-provided or funded training given to Contractor employees who cease to perform contract duties within six (6) months after receiving that training.

C.11.3 Estimated Level of Effort

C.11.3.1 The charts which follow on the next pages represent the estimated low (minimum) and estimated high (maximum) quantities of labor hours, by labor category, that the Government expects to order for the performance of all tasks for each year under the contract for ENRD and for TAX. At the outset of the contract, the Contractor shall furnish staff for the services/tasks specified in the four tables below. [These estimated low and high quantities are not meant to prevent the offeror from creating a better, more efficient staffing proposal.] Further, any significant fluctuations (plus and minus) over these figures during performance may result in the Government negotiating an equitable adjustment (lower or higher) in the monthly charge.

ENRD Estimated Annual Level of Effort**Bundled CLINS X002 - X020**

CLIN BUNDLE	UNIT	QTY	DESCRIPTION
Project Manager - X002	Month	12	1 on-site Project Manager to oversee all operations in Washington, D.C. and Denver
General Supervisor - Copy Services - X004	Month	12	1 Supervisor stationed in PHB responsible for coordinating copy services at all locations; potentially works holidays/weekends ¹
General Supervisor - Records Management - X003	Month	12	1 Supervisor stationed in PHB responsible for coordinating records management services at all locations; potentially works holidays/weekends
Mail/Fax Services - PHB X005	Month	12	2 Clerks to handle mail sorting for the Division; also responsible for mail distribution within PHB as well as fax processing
Mail/Fax Services - 1425NY - X006	Month	12	1 Clerk to handle mail sorting and distribution as well as 1425NY fax processing
Mail/Fax Services - Denver X007	Month	12	1 Clerk to handle mail sorting and distribution as well as Denver fax processing and adhoc courier service ²
Inter-building Mail Service X008	Month	12	2 Couriers with vans, handcarts, cell phones etc. to deliver mail on scheduled routes between buildings in downtown Washington, D.C.
Dedicated Courier Service - Washington, D.C.- X009	Month	12	1 Courier with a van to handle adhoc delivery requests within the Washington metropolitan area
Copy Center Services - PHB - X011	Month	12	Installation of 7 copiers with all necessary supplies (except paper); 5 Clerks to handle copying, copier maintenance, and quality control

¹Maximum level of effort assumes Contractor works all 10 Federal holidays and that supervisors may need to be present.

²Denver Mail/Fax Clerk CLIN should include the van used for courier duties.

CLIN BUNDLE	UNIT	QTY	DESCRIPTION
Copy Center Services - 1425NY - X012	Month	12	Installation of 5 copiers with all necessary supplies (except paper); 1 Sr. Clerk to act as on-site supervisor and 2 Clerks to handle copying, copier maintenance, and quality control
Copy Center Services - Denver- X013	Month	12	Installation of 3 copiers with all necessary supplies (except paper); 1 Clerk to handle copying, copier maintenance, and quality control
Records Management Services - PHB - X014	Month	12	7 Clerks to handle 2 file rooms and manage all file requests received in Archive Record Unit
Records Management Services - 1425NY- X015	Month	12	1 Sr. Clerk to act as on-site supervisor and 2 Clerks to handle 4 small file rooms
Records Management Services - Denver - X016	Month	12	1 Sr. Clerk to act as on-site supervisor ³ and 2 Clerks to handle 4 small file rooms and 1 off-site storage facility
Off-site File Warehouse - Forestville, MD - X017	Month	12	1 Sr. Clerk to act as on-site supervisor and 4 Clerks to handle processing of closed case files
Installation and Maintenance of Copier Equipment - X018	Month	12	Install and maintain 33 convenience copiers of varying sizes in 9 locations across the U.S.

ENRD Estimated Annual Level of Effort
ID/IQ Labor Hours CLINS

LABOR CATEGORY	UNIT	QTY	DESCRIPTION
Special Messenger Service - Wash, D.C. - X021A	Delivery	2,400	Delivery of standard packages within the Washington, D.C. core area

³The Denver Sr. Clerk will act as supervisor for all Denver contract activities (copying, mail/fax, and files).

Special Messenger Service - Wash, D.C - X021B.	Delivery	Not known	Delivery of non-standard packages, delivery outside the core area, expedited deliveries, and unusual circumstances (e.g. excessive weight, use of non-standard vehicle)
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LABOR CATEGORY	MIN	MAX	DESCRIPTION
General Supervisor - Mail/Fax/Scanning/Supplies ⁴ X023	0	2,080	1 Supervisor stationed in PHB responsible for mail, fax, supply, & scanning services; potentially works holidays/weekends
Copy Clerks - X026A Washington, D.C.	0	2,080	Additional Copy Clerks used periodically at either PHB or 1425NY as work volume warrants
Copy Clerks - Denver X026B	0	500	Additional Copy Clerk might be used periodically as work volume warrants
File Clerks - X027A Washington, D.C.	0	2,080	Additional File Clerks used periodically at PHB and 1425NY as work volume warrants
File Clerks - Denver X027B	0	500	Additional File Clerk may be added periodically as work volume warrants
Supply Clerks - Wash, D.C. X029A	0	4,160	Potentially 1 Clerk at PHB; additional clerk may be added if volume of work warrants it.
Scanning Clerks - Wash, D.C. X030A	0	29,120	8 - 11 Clerks for mail scanning at PHB; an additional 3 clerks may be added later for volume scanning

TAX Estimated Annual Level of Effort
ID/IQ Labor Hour CLINS

LABOR CATEGORY	MIN	MAX	DESCRIPTION
Project Manager - Copy Services/Fax/Scanning - X022	2,080	2,080	1 Supervisor stationed in JCB responsible for coordinating all services; potentially oversees scanning operation

⁴Position only used if mail or volume scanning tasks implemented.

Senior Copy Clerks - X024A	4,160	4,160	1 Sr. Clerk to act as on-site supervisor for the JCB Copy Center; 1 Sr. Clerk to act as on-site supervisor for the PHB Copy Center
Copy Clerks - X026A	8,320	10,400	4 Copy Clerks to handle copying and quality control: 3 at JCB, 1 at PHB, 1 extra may be added to PHB if volume of work warrants it
Mail/Fax/Copy Clerks X028A	4,160	4,160	1 Clerk to handle mail and fax processing at JCB and 1 Clerk for PHB
Scanning Clerks X030A	0	4,160	Tax may want 1 Clerk for scanning at JCB; an additional clerk may be added later for volume scanning

C.11.4 Key Personnel

C.11.4.1 The following labor categories are considered essential to the successful contract performance, and therefore designated as key personnel:

1. The Project Manager
2. General Supervisor - Copy Services
3. General Supervisor - Records Management Services
4. General Supervisor - Mail, Fax, Supply, and Scanning Services
5. Sr. File and Sr. Copy Clerks.

C.11.4.2 Replacement key personnel shall meet or exceed the minimum qualifications described herein and are subject to the approval of the COTR. Individuals offered as key personnel shall be available for assignment and work on the start date of the contract. If at any time from the start date to the end of the contract, any key person is no longer available, the Government reserves the right to review the qualifications of proposed new personnel and to reject individuals who do not meet the qualifications set forth herein.

C.11.5 Alternates

C.11.5.1 In the event of either absences or resignations of any Contractor staff, the Contractor shall provide **fully qualified, experienced, security cleared, and trained alternates** to serve as substitutes. The Government's approval of individuals to serve as alternates does not constitute approval of such individuals to serve as permanent replacements for the key personnel. In the event that the alternate is not sufficiently trained to perform the tasks in the service area they are assigned or the Contractor fails to provide an adequate workforce as defined in C.11.1, liquidated damages may apply in accordance with Section F of this Solicitation/contract.

C.11.5.2 The Contractor shall provide substitutes for missing staff members whenever absences exceed **one hour or more** (until the alternates arrive, existing staff, including the Project

Manager, shall fill-in for those who are absent).

C.11.6 Personnel Responsibilities and Qualifications

C.11.6.1 The Contractor must provide qualified staff to perform the duties described below. In determining qualifications, "college education" means study at an accredited academic 4-year college or university or a 2-year community or junior college. Study at vocational, technical, and trade schools does not qualify as "college education." "Graduation from college" means the completion and receipt of at least a Bachelor of Arts or Bachelor of Science degree from a 4-year accredited academic college or university.

C.11.6.2 Project Manager

(a) Responsibilities - Oversees all aspects of the contract and serves as the Contractor's principal point of contact with the COTR regarding all contract performance matters; provides supervision and direction of all contract activities and personnel; ensures the successful and timely performance of all contract tasks in accordance with Government requirements and standards; consults with the COTR concerning the performance of each contract task, work progress, scheduling, costs, personnel assignments, recruitment, priorities, and performance; makes personnel assignments and disciplines Contractor staff; recruits suitable personnel, arranges appropriate training, and ensures the satisfaction of security and administrative requirements in a timely manner; ensures design, direction, and successful operation of a formal quality control and review program to ensure the accurate performance of all activities of the contract; analyzes work procedures and coordinates the timely review, updating, and modification of all procedures manuals; studies operations and makes recommendations for improvements to the COTR and develops and implements plans to effect COTR-approved changes; ensures adherence to all Government records procedures and requirements as found in procedures manuals, and the instructions of the COTR; collects, compiles, analyzes, and presents all required reports to the COTR; meets with litigating staff to investigate and resolve difficulties and to explain records procedures and requirements; and provides oral and written status reports to the COTR.

(b) Qualifications - Graduation from college and at least 3 years of experience as a project manager on an administrative services contract performing for the Federal Government, a law firm or similar professional entity; demonstrated ability to manage complex projects involving diverse operations at multiple sites, time critical activities, large numbers of employees, and the coordination of several major tasks; demonstrated ability to develop, organize, conduct, and oversee quality control and review programs; demonstrated ability to analyze work procedures and to design work tasks and priorities; knowledge of government procedures for the central services described within this contract; knowledge of the legal process and the kinds of documentation and procedures involved in civil and criminal litigation; demonstrated ability to meet amicably with contentious individuals, to deal with them tactfully, to explain policies and procedures, and to secure their cooperation; and ability to read, write, speak, hear, and understand English fluently; excellent written and oral communications skills.

C.11.6.3 General Supervisor - Copy Services

(a) Responsibilities/Duties: Under the supervision of the Project Manager, directs, assists, coordinates and supervises photocopy clerks at multiple locations. Performs quality control and ensures timely delivery of all specified deliverables. Manages the flow of work within and between copy centers making efficient use of existing resources and minimizing the need for overtime. Tracks progress of all activities and reports status to appropriate Contractor Project Manager. Arranges routine and emergency servicing and maintenance of equipment specified by the Government. Also as needed photocopies, assembles notebooks, including tabbing binders, numbering, binding, stapling, hole punching and labeling; prepares materials for shipment via Federal Express and ensures they are delivered to the designated drop-off site on schedule; and manages, dispenses and orders paper and other supplies needed in the copy centers ensuring adequate quantities are always on hand.

(b) Qualifications: A high school diploma and at least two years of experience as a copy center supervisor managing multiple, high volume copy centers for the Federal Government, a law firm or other professional entity; ability to operate a variety of office equipment, including PCs, printers, scanners, photocopiers, scanners, telephone systems, fax machines, numbering and binding equipment, etc. Attention to detail, ability to work well in a team environment, and ability to diplomatically handle customer questions and problems all very important; ability to read and follow instructions explicitly very important. Ability to prioritize work for a number of people and coordinate activities at multiple sites simultaneously. Good oral and written communications skills.

C.11.6.3 General Supervisor - Records Management Services

(a) Responsibilities/Duties: Under the direction of the Project Manager, oversees, directs, and assists contractor records management staff at multiple locations in performing tasks such as data entry, bar coding files, opening/closing case files, filing, responding to file requests, and archiving files for shipment to the FRC. Deals directly with the Division's litigation staff as the first line contact for the resolution of File Room difficulties and records issues; ascertains and reports special needs, issues, and difficulties to Contractor management and to the COTR; investigates and resolves problems with the classification of cases, the organization of files, the identification and labeling of file materials, and the tracking records in the database; trains File room personnel, as necessary; and records information in logs and in automated tracking systems concerning cases and files (e.g., adding, deleting, updating, modifying, and correcting records; checking files in and checking them out; conducting inventories; etc.).

(b) Qualifications: A high school diploma and at least two years of experience supervising professional or para-professionals employees in a legal records management environment; demonstrated ability to work independently, taking primary responsibility for the initiation, planning, organization and performance of routine duties; ability to discuss and resolve operational problems with the File Room staff and project management; and a calm, tactful, professional demeanor for dealing with harried, frustrated users who do not understand records

procedures or the difficulties involved in locating files. Attention to detail very important; ability to work well in a team environment very important; ability to read and follow instructions explicitly very important. Ability to prioritize work for a number of people at multiple locations critical. Good oral and written communications skills.

C.11.6.4 General Supervisor - Mail/Fax/Scanning Services

(a) Responsibilities/Duties: Under the supervision of the Project Manager, directs, assists, coordinates and supervises clerical staff in a wide variety of administrative services including mail delivery, sending and receiving of faxes, management of supply centers, and document scanning operations. Performs quality control and ensures timely delivery of all specified deliverables. Manages the flow of work within and between the various sites making efficient use of existing resources and minimizing the need for overtime. Tracks progress of all activities and reports status to appropriate Contractor Project Manager. Arranges routine and emergency servicing and maintenance of equipment as specified by the Government. Also as needed transmits faxes, scans documents, delivers mail, prepares supply orders and assists in the Supply Center. Ensures that all outgoing Federal Express packages have been collected and delivered to the designated drop-off site on schedule; and manages, dispenses and orders paper and other supplies needed in the copy centers ensuring adequate quantities are always on hand.

(b) Qualifications: A high school diploma and at least two years of experience supervising clerical employees in mail and supply tasks for the Federal Government, a law firm or other professional entity; ability to operate a variety of office equipment, including PCs, printers, scanners, photocopiers, scanners, telephone systems, fax machines etc. Attention to detail, ability to work well in a team environment, and ability to diplomatically handle customer questions and problems all very important; ability to read and follow instructions explicitly very important. Ability to prioritize work for a number of people and coordinate activities at multiple sites simultaneously. Good oral and written communications skills.

C.11.6.5 Senior Copy/Scanning Clerk

(a) Responsibilities/Duties: Under the supervision of the Project Manager and/or General Supervisor for Copy Services, directs, assists, and supervises clerical staff at a single site in performing support functions such as photocopying, scanning, document numbering, document assembly, hole punching, and binding. Performs quality control and ensures timely delivery of all specified deliverables. Tracks progress of all clerical activities and reports status to appropriate Contractor Project Manager and General Supervisor. Arranges routine and emergency servicing and maintenance of equipment. Also as needed, photocopies; assembles notebooks, including tabbing binders, numbering, binding, stapling, hole punching and labeling; prepares materials for shipment via Federal Express; and manages, dispenses and orders copy room supplies ensuring adequate quantities are always on hand.

(b) Qualifications: A high school diploma and at least one year of experience as a supervisor on

an administrative services contract performing for the Federal government, a law firm or other professional entity; ability to operate a variety of office equipment, including PCs, printers, scanners, photocopiers, telephone systems, fax machines, numbering and binding equipment, etc. Attention to detail very important; ability to work well in a team environment very important; ability to read and follow instructions explicitly very important. Ability to prioritize work for a number of people. Good oral and written communications skills.

C.11.6.6 Copy, Mail, Scanning and Supply Clerks

(a) Responsibilities/Duties: Under the supervision of the Project Manager and the General Supervisors performs routine functions such as sorting mail; researching and rerouting misdirected mail; document scanning; photocopying; assembling notebooks, including tabbing binders, numbering, binding, stapling, hole punching and labeling; preparing materials for shipment via Federal Express and delivering the items to the designated pickup point; managing, dispensing and ordering supplies ensuring adequate quantities are always on hand; completing automated tracking and inventory logs; and faxing information as requested and coordinating the delivery of incoming fax transmissions. These positions are interchangeable.

(b) Qualifications: A high school diploma and at least six (6) months of experience performing the duties described above on an administrative services contract for the Federal government, a law firm, or other professional entity; ability to operate a variety of office equipment, including PCs, photocopiers, fax machines, document scanners, numbering and binding equipment, etc. Must be able to print clearly. Attention to detail very important; ability to work well in a team environment very important; ability to read and follow instructions explicitly very important. Good oral and written communications skills.

C.11.6.7 Mail Messengers/Couriers

(a) Responsibilities/Duties: Under the supervision of the Project Manager and the General Supervisor for Mail Services picks up and delivers time sensitive packages within Washington D.C. area; accurately distributes mail on a regularly scheduled route; picks up copy and supply requests as well as documents to be filed in the Local Records Units during regularly scheduled mail runs and delivers them to the appropriate service center.

(b) Qualifications: At least one year of experience as a courier in the Washington DC. area; must have a valid drivers license for the type of vehicle being operated and a proven safe driving record as established by the National Driver Registration or equivalent check. Good oral and written communications skills.

C.11.6.8 Senior File Clerk

(a) Responsibilities/Duties: Under the direction of the Project Manager and the General Supervisor for Records Services, oversees, directs, and assists contractor records management staff at a single location in performing tasks such as data entry, bar coding files, opening/closing case files, filing, responding to file requests, and boxing documents for shipment to the records

warehouse. Deals directly with the Division's litigation staff as the first line contact for the resolution of File Room difficulties and records issues; ascertains and reports special needs, issues, and difficulties to Contractor management and to the COTR; investigates and resolves problems with the classification of cases, the organization of files, the identification and labeling of file materials, and the tracking records in the database; trains File Room personnel, as necessary; and records information in logs and in automated tracking systems concerning cases and files (e.g., adding, deleting, updating, modifying, and correcting records; checking files in and checking them out; conducting inventories; etc.).

(b) Qualifications: A high school diploma and at least one year of experience supervising professional or para-professionals employees in a legal records management environment; demonstrated ability to work independently, taking primary responsibility for the initiation, planning, organization and performance of routine duties; ability to discuss and resolve operational problems with the File Room staff and project management; and a calm, tactful, professional demeanor for dealing with harried, frustrated users who do not understand records procedures or the difficulties involved in locating files. Attention to detail very important; ability to work well in a team environment very important; ability to read and follow instructions explicitly very important. Ability to prioritize work for a number of people. Good oral and written communications skills.

C.11.6.9 File Clerk

(a) Responsibilities/Duties: Under the supervision of the Project Manager and General Supervisor, creates, receives, processes, maintains, retrieves, and retires litigation and other case files; records information in logs and in automated tracking systems concerning files (e.g., adding, deleting, updating, modifying, and correcting tracking records; checking files in and checking them out; transferring files; retiring files; etc.); identifies, organizes, describes, and labels record materials; interfiles documents into files, labeling the files, and attaching bar code labels to them; retrieves files and prepares them for delivery to requestors; maintains files, including removing duplicates, replacing worn or improperly labeled folders, and redistributing files on the shelves; prepares files for transfer to the Archive Records Unit by labeling, listing, and boxing them.

(b) Qualifications: A high school degree and at least six (6) months of previous experience in records management or filing functions, preferably in a legal office environment, that demonstrates: a knowledge of filing procedures and techniques; an ability to interpret and apply records policy and filing techniques in a variety of situations; a firm grasp of numerical, alphabetical, and chronological sequencing; at least 6 months of on-the-job experience using a personal computer; an ability to lift standard FRC boxes, weighing 30 pounds numerous times during the course of a day; and ability to work well in a team environment, and follow instructions explicitly.

C.12.0 RESPONSIBILITY OF THE CONTRACTOR

C.12.1 Quality, Accuracy, and Timeliness

The Contractor shall be responsible for the professional quality, technical accuracy and timely accomplishment of all tasks described herein. Contractor performance of such tasks shall be in accordance with established operating policies and procedures. The Contractor shall, without additional compensation, correct or revise any errors or deficiencies in performing the tasks, submitting deliverables and completing other services within the time specified for each task. Performance of the tasks described herein will be evaluated in terms of adequacy of professional judgment, quality and timeliness of work accomplished by the Contractor.

C.13.0 RESPONSIBILITY OF THE GOVERNMENT

C.13.1 Government Liability (See Also H.8.4 - same language)

The Government shall not be liable for any injury to the Contractor's personnel or damage to the Contractor's property unless such injury or damage is due to negligence on the part of the Government and is recoverable under the Federal Torts Claims Act, or pursuant to other Federal statutory authority.

C.13.2 Training

The Government will provide initial training for the Project Manager, General Supervisors, Senior Copy Clerk and Senior File Clerk regarding the procedures, standards, tracking systems and documents associated with the services required under this contract. Although the Government will provide guidance and additional instruction as necessary, the Project Manager and General Supervisors shall be responsible for ensuring that all other personnel receive thorough and accurate training in their assigned tasks. The Contractor will continue to train employees as necessary to keep their skills up to date, with regard to their assigned areas of responsibility and as necessary, modify appropriate sections in the Procedures Manuals.

C.13.2.1 The initial training and orientation of the Project Manager, General Supervisors, and Senior Clerks shall be performed within the first week of the transition period (see C.14 below). At the end of the training, the Contractor must demonstrate a proficiency in all of the tasks and performance standards required under this contract. By the end of the transition period, all contractor personnel must be thoroughly trained in and knowledgeable of their respective assigned tasks. The COTR will verify the proficiency of each contract employee. After the transition phase, the Contractor shall be responsible for training, cross-training, or retraining all contract personnel, including any additional or replacement staff.

C.13.2.2 At all times, the Contractor shall ensure that any employee assigned to this contract is fully trained to assume the duties and responsibilities of more than one task under the contract. Such cross-training must be on-going to ensure complete coverage at all times for all assignments. As required under Section F, the Contractor shall submit a list to the COTR quarterly identifying each employee's primary task assignment and other tasks they are fully

cross-trained to perform. Cross-training should also be addressed by the Contractor as part of the Task Integration Plan they are to submit under Section L of this Solicitation/contract.

C.14.0 TRANSITION

C.14.1 Transition Preparation Requirements

To conduct the smooth, orderly, and timely implementation of the contract, the successful offeror will be required to have all project staff fully trained and ready to assume full responsibility for all of the administrative services described herein on the start date of the contract, projected to be December 1, 2002. At a minimum, the Contractor shall assure that all proposed contract personnel, including alternate personnel, are totally familiar with the tasks to be performed and the procedures for completing them.

C.14.2 Government-Offered Assistance

It is the successful offeror's responsibility for assuring that all project staff and back-up personnel are fully capable of beginning work on the start date of the contract. However, the Government is willing to assist the successful offeror in preparing for the transition of responsibility during the forty-five (45) day period preceding the effective date of the contract, as specified below.

ENRD shall make the following available to the successful offeror for proposed project staff in all Function Areas:

- a) copies of any existing procedures manuals, logs and reports for each function area;
- b) limited access to the existing copy centers, supply rooms, and records management facilities;
- c) meetings with the COTR;
- d) demonstration of the Division's Local Area Network and other computer systems;
- e) demonstration of the records management tracking system; and
- f) demonstration of the copy, fax, and supply automated tracking systems.

END OF SECTION C TEXT.